

## **JOB DESCRIPTION**

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| <b>Job Title:</b>             | <b>Administration Officer (KNSTE)</b>       |
| <b>Grade:</b>                 | <b>6</b>                                    |
| <b>Salary:</b>                | <b>SCP 20 – SCP 24</b>                      |
| <b>Conditions of Service:</b> | <b>Support Staff Contract of Employment</b> |
| <b>Responsible to:</b>        | <b>Office Manager</b>                       |

### **Statement of Purpose**

Under the direction of Senior Staff, liaise with appropriate leaders, colleagues, contractors, and other third parties to ensure the effective operation of the Keele and North Staffordshire Teacher Education (KNSTE). Responsible for the organisation and delivery of a full administration service within the unit.

### **General Responsibilities**

- Answer routine and complex telephone calls, face-to-face enquiries, meet, and greet visitors.
- Monitor incoming emails professionally and respond to email enquiries in accordance with procedures and policy.
- Assist in the collection and maintenance of all trainee data, which includes but is not limited to enrolment, absence and evaluations in order that appropriate and accurate records are maintained.
- Responsible for the collection and retrieval of appropriate KNSTE data in order to produce appropriate reports.
- Responsible for the arrangement of the candidate interview process, contacting candidates, dealing with arrangements and ensuring appropriate documentation is completed in accordance with all recruitment procedures and policy.
- Responsible for organising calendars, timetables and bookings for KNSTE.
- Maintain administrative processes and procedures to ensure that efficient systems and procedures are in place and maintained.

- Assist and support in the development of online and published resources for the KNSTE.
- Assist in the development and publishing of KNSTE marketing materials and newsletters.
- Support the KNSTE Director as required with the maintenance and development of the teaching programme.
- Support other key staff members with the process to secure placements in schools for KNSTE trainees.
- Assist the Leadership Team with KNSTE applications and interview process. Be a point of contact for Associate Teachers, partnership schools, tutors and external colleagues in order that queries can be managed effectively.
- Attend meetings as required, providing a minute taking/note taking service in order to ensure that all actions are recorded accordingly.
- Fulfil the general duties of the KNSTE office, which will include the procurement of stationery, photocopying, filing and ensuring an efficient administration system is maintained.
- Be a special point of contact for Associate Teachers, partnership schools, tutors and external colleagues in order to respond to queries or escalate them to the appropriate person.
- Support the KNSTE Finance Manager with appropriate financial matters as required.

**Support to the Trust** (this list is not exhaustive and should reflect the ethos of the school)

- Promote and safeguard the welfare of children and young persons you are responsible for or come into contact with.
  - Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
  - Be aware of, support and ensure equal opportunities for all.
  - Contribute to the overall ethos/work/aims of the Trust.
  - Appreciate and support the role of other professionals.
  - Attend and participate in relevant meetings as required.
  - Participate in training and other learning activities and performance development as required.
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- Assist with pupil needs as appropriate during the school day.
  - Ensure confidentiality is maintained at all times in conjunction with the requirements of the GDPR and relevant confidentiality policies of the

KNSTE.

- Responsible for the Health and Safety of yourself and that of any other person who may be affected.

**Note**

***The jobholder will be expected to undertake any other duties, which are not specifically listed but are within the remit, responsibility and accountability of the job.***

## Person Specification Administration Officer - Grade 6

| Minimum<br>Criteria for<br>Two Ticks * | Criteria  | Measured by<br>APP/I/ASS |
|--|---|--------------------------|
|  | <b>Experience</b> <ul style="list-style-type: none"> <li>• Significant (typically 3-5 years) experience working in an office environment undertaking administrative activities.</li> </ul>                | APP/I                    |
|  | <b>Qualifications/Training</b> <ul style="list-style-type: none"> <li>• <b>NVQ Level 3</b> administration/customer service or equivalent qualification or experience in a relevant discipline.</li> </ul> | I                        |

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|--|---|--------------|
|  | <p><b>Knowledge/Skills</b></p> <ul style="list-style-type: none"> <li>• Effective use of ICT and other specialist equipment. (Microsoft Office)</li> <li>• Some experience and knowledge of website maintenance and or social media</li> <li>• Able to interpret policies/codes of practice and have worked previously to policies and financial guidelines.</li> <li>• Excellent ICT skills. (Excel, Microsoft office)</li> <li>• Ability to work constructively and flexibly as part of a team, understanding KNSTE roles and responsibilities and your own position within these.</li> <li>• Methodical and has good attention to detail</li> <li>• Numeracy skills.</li> <li>• Ability to relate well to children and to adults.</li> <li>• Methodical with good attention to detail.</li> <li>• Excellent communication skills. (written and verbal)</li> <li>• Good organisation skills.</li> <li>• Ability to prioritise effectively.</li> </ul> | <p>APP/I</p> |
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|  | <p><b>Behavioural Attributes</b></p> <ul style="list-style-type: none"> <li>• Customer focused.</li> <li>• Has a professional and respectful approach, which demonstrates support and shows mutual respect.</li> <li>• Can demonstrate active listening skills.</li> <li>• Takes responsibility and accountability.</li> <li>• Understands KNSTE's development plan and how it relates to team and individual objectives.</li> <li>• Committed to the needs of the pupils, parents and other stakeholders.</li> <li>• Demonstrates a positive attitude including suggesting solutions, participating, trusting and encouraging others and achieving expectations.</li> <li>• Is committed to the provision and improvement of quality service provision.</li> <li>• Is adaptable to change/embraces and welcomes change.</li> <li>• Communicates effectively.</li> <li>• Has the ability to learn from experiences and challenges.</li> <li>• Is committed to the continuous development of self and others by keeping up to date and sharing knowledge, encouraging new ideas, seeking new opportunities and challenges, open to ideas and developing new skills.</li> <li>• Able to work on own initiative and with minimum supervision.</li> </ul> |  |
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**MEASURED BY KEY:**

APP = Application form    ASS = Assessment activities    I = Formal interview

In addition to candidates' ability to perform the duties of the post, the interview will explore issues relating to safeguarding and promoting the welfare of children including:

- Motivation to work with children and young people
- Ability to form and maintain appropriate relationships and personal boundaries with children and young people
- Attitudes to the use of authority and maintaining discipline
- The post holder will be required to have an enhanced DBS check



disabled person meets the criteria indicated by the 'Two Ticks' symbol and provides evidence of this on their application form they will be guaranteed an interview.