

JOB DESCRIPTION

Job Title: **Administration Assistant/Officer**

Responsible to: **Deputy Director**

Salary: £18,000 - £25,000, depending on experience

36 hours per week based in our Newcastle office.

30 days holiday plus Bank Holidays.

Required as soon as possible. Interviews will be held on a rolling basis.

Drive positive change in our region

Schools North East is a registered charity and community of 1,150 schools working together to make that difference for children across the North East of England. We are a movement for change. We provide a voice for NE schools, influencing the policy landscape, as well as practical support to enable our schools to share practice, develop new practice, and thrive in a challenging and demanding environment. .

We are **for all North East schools** - regardless of size, type, faith, structure and geographical location. Our inclusivity is what defines us. Our driving passion is to engage at all levels to support schools to do their best for the region's children. We are independent, *but not neutral* - we campaign to improve conditions for North East schools. We engage with partners across all sectors for the benefit of schools, as well as with individuals and bodies across the political spectrum.

We run a busy and successful events programme both online and in person with almost 3000 delegates annually. We are a self funding charity and membership organisation with over 1000 members across our various strands.

The Person

Schools North East is looking to recruit a highly motivated and efficient Administrator to join our small but very successful team. This is a diverse and challenging role which offers tremendous opportunity to support our programmes of activity and shape the systems and processes which underpin them.

You will be an experienced administrator and will be responsible for the main Customer Relationship Management (CRM) system, which lies at the heart of our organisation. You must have an eye for detail and understand the importance of data collection and accurate record keeping. Often the first point of contact for the organisation you will be confident in engaging

with people face to face (at our events), over the telephone and via email dealing with queries efficiently. You will have a high standard of English, being able to communicate effectively, both verbally and in writing.

You will be confident in improving systems and processes to support more efficient and effective ways of working.

You must be able to work well under pressure without sacrificing quality, and be a highly organised self-starter with a can-do attitude, strong ethical drive, and the desire to make a difference to the lives of young people in our region. An understanding of the education environment and the region's schools is desirable but not essential.

The Role

Answering to the Deputy Director, the Administrative Officer will work across the Schools North East and Schools North East Trading Ltd teams, playing a vital role in supporting all administrative aspects of the organisation. You will support the resourcing of the organisation's key strategic projects and the maintenance and development of relevant processes and systems.

The administration department forms part of the back office function and provides a service to the whole of the organisation by addressing all issues of an administration nature, and ensuring the Directors and wider team have relevant and up to date information.

You will manage and support these functions as part of a wider team. **Key tasks include:**

- First point of contact for telephone calls in the office
- Monitor relevant email accounts, dealing with issues and enquiries in a timely manner
- Manage the administration of memberships
- Collect, input and collate data on the CRM system
- Communicate with members and stakeholders via email, telephone and in person at our events
- Undertake administrative tasks and general clerical support as required, including:
 - Make appointments and arrange meetings
 - Organise travel and accommodation
 - Administration of delegate bookings for events
 - Take notes at meetings and prepare minutes
 - Typing of reports and letters

- Administrative tasks around the back end of the organisation's website
- Undertake social media graphic design and posting, as required
- Contribute to the development and updating of processes and systems
- Assist in pre event planning and on the day event support
- Attend and participate in relevant meetings and training, as required
- Work in a professional and confidential manner
- Work as an integral member of a small team, willing to undertake tasks as needed to deliver the aims of Schools North East and Schools North East Trading Ltd and deemed appropriate to this role including supporting effective engagement and awareness campaigns
- Ensuring excellent customer service and quality delivery

Person specification

Requirement	Essential	Desirable
<p>Education</p> <p>Personal Skills and Qualities</p>	<p>NVQ 3 or equivalent qualification or experience in a relevant discipline e.g. RSA Level 3 Word Processing;</p> <p>GCSE level 4 or above in Maths and English;</p> <p>Good literacy skills;</p> <p>Ability to work under pressure and meet targets and deadlines;</p> <p>Able to work in a busy office environment that often demands high levels of concentration;</p> <p>Able to respond effectively to changing priorities;</p> <p>Able to work effectively with minimal management guidance/supervision and show initiative;</p> <p>Willingness to accept responsibility;</p> <p>Good analytical ability;</p> <p>Good problem solving ability.</p>	<p>Experience of working in an education environment;</p> <p>Interest in education in the North East Region.</p>
<p>Experience and Knowledge</p>	<p>Experience of working in a small team environment;</p> <p>Experience of working within an admin role;</p> <p>Experience of data collection, input, collation and report running;</p> <p>Ability to improve and implement systems;</p> <p>Good level of competence in Excel, Word and Email;</p> <p>Good keyboard skills;</p>	<p>Experience of working with CRM systems;</p> <p>Knowledge of school systems;</p> <p>Knowledge of membership organisations;</p> <p>Awareness of the provisions of GDPR compliance and ability to apply these within the organization.</p>