

Job Title: Teaching School Administrative Assistant

Reporting to: Office Manager

Liaising with: Director, Deputy Director, programme facilitators, partner schools and external stakeholders

Grade/Salary: Band 2

Hours of Work: 22.5 hours per week, 39 weeks per term (term time only)

Main Purpose

- To provide high-quality administrative and organisational support across Teaching School Hub programmes and operations.
- To support the smooth and efficient delivery of teacher training and professional development programmes.
- To maintain effective communication with schools, programme participants, and external partners.
- To support accurate record keeping, programme coordination, and operational processes across the Teaching School Hub.
- To contribute to a professional, responsive, and high-quality service for all stakeholders.

Duties & Responsibilities

Programme Administration

- Provide administrative support across designated teacher training and professional development programmes
- Support onboarding, registrations, enrolments, and participant communications.
- Maintain accurate programme records, databases, and reporting systems.
- Assist with the coordination of training events, meetings, webinars, and conferences, including bookings, registers, resources, and attendee communications.
- Prepare programme documentation, attendance records, certificates, and evaluation materials.
- Monitor shared inboxes and respond to programme-related enquiries in a timely and professional manner.
- Support programme leads with administrative tasks and operational delivery.

Stakeholder & Communication Support

- Maintain professional and effective communication with schools, trusts, delivery partners, and programme participants.
- Act as a professional first point of contact for enquiries from schools and external stakeholders.
- Support communication activities including newsletters, bulletins, surveys, and updates.
- Assist with maintaining website and social media content where required.

- Provide pastoral and administrative support to programme participants, signposting queries appropriately where needed.

Data, Systems & Compliance

- Maintain accurate electronic records in line with GDPR and organisational procedures.
- Support the monitoring of programme participation, attendance, engagement, and completion.
- Assist with data collection, reporting, and audit processes.
- Support effective use of digital systems, databases, and communication platforms.
- Maintain effective electronic filing and document management systems.

General Administration

- Provide general administrative support to the Teaching School Hub team.
- Support diary management, meeting organisation, and document preparation.
- Assist with venue and resource preparation for training and events.
- Work collaboratively as part of the wider Teaching School Hub team.
- Undertake other duties appropriate to the grade and nature of the role.

General Responsibilities

- Work collaboratively as part of the wider Teaching School Hub team.
- Undertake other duties appropriate to the grade and nature of the role.
- Contribute positively to the values, culture, and professional reputation of the organisation.

Person Specification

A. Training & Qualifications

Essential

- GCSE English and Mathematics (Grade 4/C or above) or equivalent
- Good literacy and numeracy skills

Desirable

- Relevant administrative or ICT qualifications
- Additional training relevant to administration or customer service

B. Knowledge & Skills

Essential

- Excellent written and verbal communication skills
- Strong organisational skills and attention to detail
- Ability to prioritise workload and meet deadlines
- Professional and approachable manner
- Confident using Microsoft Office and digital systems

Desirable

- Knowledge of the education sector and/or teacher development programmes
- Experience using CRM systems or programme databases
- Experience supporting events or training programmes
- Experience of website or social media updates

C. Professional Experience & Competencies

Essential

- Administrative experience within a busy office or customer-facing environment
- Experience managing multiple tasks and responding flexibly to priorities
- Experience maintaining accurate records and data
- Professional and customer-focused approach

Desirable

- Experience working within education, schools, or Teaching School Hubs
- Experience supporting professional development programmes or projects
- Experience coordinating meetings, events, or training
- Experience producing reports or analysing information

D. Personal Attributes

Essential

- Professional, reliable, and collaborative
- Positive and solution-focused attitude
- Calm, patient, and diplomatic communication style
- High levels of accuracy and attention to detail
- Commitment to equality, diversity, and inclusion
- Commitment to continuous professional development

Desirable

- Proactive approach to improving systems and processes

E. Safeguarding & Compliance

Essential

- Understanding of safeguarding responsibilities within education settings
- Awareness of GDPR and confidentiality requirements
- Commitment to equality of opportunity and inclusive practice

Safeguarding Statement

The organisation is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. This post is subject to satisfactory references, an enhanced DBS check, medical clearance, evidence of qualifications, and verification of the right to work in the UK.