



WESTCOUNTRY SCHOOLS TRUST JOB DESCRIPTION

Job Title:	Arena Sports Partnership Fixed Term Unit Administrator
Location:	Across the Trust (based at Callington Community College currently)
Grade/salary:	NJC Devon Grade D (£26,824 - £28,598) pro rata
Hours:	12 Hours per week 39 weeks per year
Reports to:	Director, Arena Sports Partnership
Responsible for:	Not applicable
Key relationships:	External clients, staff, Trust business services teams (Finance, HR, Estates, IT)

Job Purpose

To support the work of the Director, Arena Sports Partnership by providing administrative, financial and clerical support to a fee earning area of the business. Be able to act as a first point of contact for clients, staff and Trust colleagues and collate and provide information for the business as required. To manage financial, human resources, and general administrative tasks in order to support business operations.

Duties and Responsibilities

Communication & Relationships

- Communicate and liaise with clients and/or external contacts, usually through established routine connections (e.g. regular clients, suppliers, or contractors) as own section of work requires.
- Ensure effective liaison and communication with colleagues.
- Attend relevant meetings as requested by a manager, to support standard work activities.
- Receive and respond to enquiries and provide information. Judge when to refer queries outside own experience and knowledge to team leader or line manager to provide a timely and effective service.
- Adapt standard letters and templates as appropriate.

Teamwork & People Management

- Actively participate in the team, share information and support others.
- Contribute to the achievement of the team's goals.
- Assist with training and provide guidance to new members of the team.

Service Delivery

- Contact service users both internal and external to the Learning Institute to understand and meet their needs.

- Provide advice on established procedures to staff and clients.
- Ensure all clients receive a positive experience.
- Receive, and respond to, enquiries from/to clients and from those escalated by staff, taking appropriate action to ensure a resolution and to deliver a courteous and effective service.
- Deliver a range of services to an agreed quality standard or specification to maintain service quality and continuity.

Planning and Organising

- Plan, organise and prioritise a range of tasks to quality standards and to deadlines.
- Plan and prioritise own work activities for weeks/months ahead in response to a manager's general instructions.
- Support a senior colleague in the planning and co-ordination of a specific programme, project or event.
- Provide PA Support to the Director, Arena Sports Partnership including full diary management as required.

Analysis and Problem Solving

- Apply a good working understanding of established administrative processes and procedures to answer queries and resolve problems.
- Collate, manipulate and analyse standard information. Run reports to support information requests.
- Contribute to the development of processes and systems to improve efficiency.
- Monitoring and maintain data quality.
- Monitor budgets. Follow established ordering processes to ensure adequate resources are available to meet work requirements.

1. At all times demonstrate and uphold WeST's core values, ensuring that behaviour, actions and decisions align with the principles that guide our work.
2. To act in accordance with, and actively promote, all Trust policies, including Safeguarding, Health and Safety and Equality & Diversity.
3. To participate in Continuing Professional Development (CPD relevant to the role and to engage in Performance Development Reviews (PDRs).
4. Preparing and contributing to Trust wide development by sharing best practice and delivering/receiving professional feedback.
5. To retain confidentiality and maintain data and/or files in accordance with Trust policies for data governance, as appropriate for the role.

This job description provides a general reflection of the main duties and responsibilities of the post at the date of production. You may be expected to take on other reasonable activities deemed to be within the character of the post to assist in efficient service delivery. The duties may change over time as requirements and circumstances evolve without changing the general character of the post or level of responsibility.

PERSON SPECIFICATION

E = Essential, D = Desirable

Method of Assessment The table indicates the possible method/s by which the skills/knowledge/level of competence in each area will be assessed.	Essential or Desirable	Application Form	Interview (or other selection activity)
VALUES-BASED BEHAVIOURS - It is important to us that your values align with ours:			
Compassion:			
Recognising need in others and acting with positive intention to promote well-being and improve outcomes	X		X
Aspiration:			
Works to high expectations, modelling the delivery of high-quality outcomes	X		X
Showing passion, persistence and resilience in seeking creative solutions to strive for continuous improvement and excellence	X		X
Integrity:			
Acting always in the interests of children and young people,	X		X
Acting with a consistent and uncompromising adherence to strong moral and ethical principles	X		X
Communicating with transparency and respect, creating a working environment based on trust and honesty	X		X
Collaboration:			
Creating a shared vision and working effectively across boundaries in an equitable and inclusive way to skilfully influence and engage others	X		X
QUALIFICATIONS:			
Good general level of education at level 2 including Maths and English	E	✓	
Evidence of further or higher education	D	✓	
EXPERIENCE:			
Experience of general administration at a senior level including acting as first point of contact.	E	✓	
Understanding of Safer Recruitment and the associated administration.	E	✓	
Understanding of working within published financial procedures to support the business.	E	✓	
KNOWLEDGE, SKILLS AND ABILITIES:			
Good understanding of standard business IT packages and an ability to use databases to manage recruitment, staffing and order processing.	E		✓

An ability to manage records of different kinds to maintain accurate and compliant information systems.	E		✓
An ability to work in a collaborative way with a range of colleagues often based remotely.	E		✓
FURTHER REQUIREMENTS:			