



<b>Business Administration and Operations Assistant</b>	
Pay scale:	Scale 2 Point 3 - £25,525 per annum (FTE)
Reports to:	Head of Operations

### **Job Purpose**

To support the delivery of the Trust's strategic objectives by contributing to efficient, effective and coordinated administrative and operational processes across the Trust's central services function and its schools by:

- Providing high-quality administrative and operational support to the Trust and its schools;
- Contributing to the development and continuous improvement of systems and processes;
- Assisting in the Trust's digital transformation by supporting effective communication and the effective use of technology and data;
- Supporting the Trust's HR and recruitment processes, including the onboarding of new staff helping to ensure a well-organised and positive experience for new employees.

### **Key Responsibilities**

#### **HR and Recruitment Support**

- Assist with recruitment processes including drafting documentation and arranging interviews;
- Support with the onboarding processes for new staff including the completion and tracking of safer recruitment checks;
- Maintaining HR records in line with data protection requirements;
- Responding to queries from staff and candidates and escalating where appropriate;
- Liaising with colleagues in the Trust and in its schools to ensure a smooth on-boarding and induction experience for new employees.

#### **Business Administration and Operations**

- Providing administrative support for procurement projects across the Trust and its schools;
- Supporting the delivery of the Trust's IT strategy and operations including supporting and promoting the effective use of digital tools such as SharePoint, assisting staff with IT-related queries and liaising with external IT support providers when necessary;
- Provide administrative support to the CEO;
- Providing administrative support for meetings, including making meeting arrangements, preparing documents and taking meeting notes;
- Providing business administration support to the Trust's schools, offering temporary cover when required to ensure continuity of operations and a high standard of service.

#### **Communication and digital transformation**

- To support the Trust in harnessing the potential of technology and digital tools to improve communication, collaboration and operational efficiency across the Trust;
- To assist in the development and implementation of digital processes that streamline workflows and enhance consistency and quality of processes;
- To contribute to digital transformation by supporting system improvements, gathering user feedback, and helping to embed new ways of working.

## General duties

- Participate in the performance and development review process, taking personal responsibility for the identification of learning and development with support from line manager;
- Comply with the Trust's health and safety procedures and ensure that all duties and services are in accordance with the Trust's commitment to equality and diversity;
- To share in the Trust's commitment to safeguarding and promoting the welfare of children;
- To undertake other duties as reasonably required by the Line Manager and CEO.

## Person specification

Specification	Requirement	Examples
Qualifications and experience	Administrative skills	<ul style="list-style-type: none"> <li>• Demonstrable administrative skills gained through study, placements, internships, volunteering or work experience.</li> </ul>
	Communication, literacy and numeracy	<ul style="list-style-type: none"> <li>• Ability to communicate clearly and effectively in writing and verbally;</li> <li>• Ability to understand basic financial information and to work accurately with numerical information;</li> <li>• Ability to develop a secure understanding of professional communication in an education environment.</li> </ul>
	Digital skills	<ul style="list-style-type: none"> <li>• Confidence user of core Microsoft Office applications including Word, Excel, Outlook and Teams;</li> <li>• Comfortable using a range of software systems and databases to support administrative and operational tasks;</li> <li>• Interest in using technology to improve efficiency and ways of working;</li> <li>• Experience with creative or digital design applications would be helpful but not essential.</li> </ul>
Working with others	Ability to work in a team	<ul style="list-style-type: none"> <li>• Ability to build effective working relationships with colleagues in the Trust and its schools;</li> <li>• Comfortable collaborating with others to deliver joint pieces of work and to achieve outcomes</li> </ul>
Personal effectiveness	Organisational skills	<ul style="list-style-type: none"> <li>• Ability to organise own workload to meet deadlines and to deliver agreed tasks;</li> <li>• Ability to manage own time effectively;</li> <li>• Confidence in escalating issues and asking for help and support when necessary.</li> </ul>
General	Meeting Trust requirements	<ul style="list-style-type: none"> <li>• Demonstrating a commitment to equality;</li> <li>• Ability to develop an understanding of requirements in relation to data protection and confidentiality.</li> </ul>
	Professional development	<ul style="list-style-type: none"> <li>• Willingness to develop and learn in the role;</li> <li>• Willingness and ability to share own knowledge and skills with others.</li> </ul>