

MANOR MULTI ACADEMY TRUST
Job Description: Administration and General Support
Manor Teaching School Hub (MTSH)

Duties & Responsibilities of Administration and General Support

Contract: Term Time Only plus 5 days

Hours: 25 hours per week

Contract Duration: One year in the first instance

Salary: Grade 4 (£16,776)

To provide high-quality administrative and operational support to Manor Teaching School Hub, ensuring the effective delivery of programmes, events, communications and daily administrative functions. The postholder will support the Senior Administrator, Director and Deputy Director and contribute to the efficient operation of all Teaching School Hub activities.

Administration

- To be the first point of contact for all visitors to the Teaching School Hub
- Ensure all visitors follow the signing in procedures and are provided with relevant health and safety information.
- Respond to general Teaching School Hub enquiries received via email and telephone in a professional, pleasant and courteous manner.
- Answer telephone calls promptly and professionally, forwarding messages and enquiries as appropriate.
- Provide high-quality administrative support to the Senior Administrator, Director and Deputy Director of the Teaching School Hub.
- Support the effective day-to-day operation of the Teaching School Hub through efficient administrative systems and processes.
- Provide requested information in a timely and efficient manner
- Support the Senior Administrator with email management, correspondence and routine communications.
- Update and maintain spreadsheets, databases and tracking systems, ensuring information is accurate, current and compliant with data protection requirements.
- Maintain accurate records and ensure timely completion of administrative tasks to support Teaching School Hub programmes and activities.
- Monitor and support data input across a range of online portals and systems, ensuring information is entered accurately and within required deadlines.
- Undertake regular checks of participant records on delivery partner and internal systems and resolve discrepancies where appropriate.
- Update participant information on appropriate systems, including Ambition Institute portals and other programme management systems.
- Attend and actively support the running of Early Career Teacher Programme (ECTP), NPQ and other Teaching School Hub conferences and events.
- Accurately record facilitator and participant attendance at events and training sessions.

- Prepare conference materials, delegate packs and event documentation.
- Prepare and distribute event schedules, joining instructions, venue details and all relevant event communications to delegates, facilitators and stakeholders.
- Collate dietary requirements and communicate these to catering providers and venue leads.
- Input ECTP and NPQ event attendance on delivery partner portals and internal Customer Relationship Management (CRM) systems.
- Book venues for meetings, conferences and events as requested.
- Manage bookings for the Teaching School Hub training room and maintain an accurate calendar of room usage, meetings and events.
- Support the administration of training events, conferences and meetings, including maintaining attendance records and producing reports as required.
- Undertake photocopying, shredding, scanning and filing as required.
- Support the promotion of Teaching School Hub programmes and activities through newsletters, communications and social media channels.
- Distribute newsletters, celebration messages and other communications through designated communication channels

Catering and Event Support

- Assist with basic food preparation activities to support the delivery of Teaching School Hub events and training programmes.
- Clean and sanitise tableware, serving dishes and catering equipment before and after catering events.
- Ensure all food items are correctly labelled in accordance with dietary requirements, allergies and food safety guidance.
- Set up, present and replenish food and refreshment displays throughout events.
- Maintain a clean, safe and organised catering and food service area at all times.
- Clear catering supplies, equipment and waste from training rooms and food display areas promptly to ensure facilities are ready for subsequent sessions.
- Load and unload dishwashers and organise tableware, utensils and catering equipment efficiently.
- Monitor refreshment stations and ensure drinks and refreshments are replenished during delegate breaks and lunch periods.
- Provide participants with accurate information regarding refreshments, dietary requirements and allergens.
- Support the smooth running of conferences, meetings and training events by assisting with room setup, catering arrangements and delegate requirements.
- Conduct pre-event and post-event checks to ensure catering areas are clean, well-presented and fully stocked.
- Adhere to food hygiene, health and safety, and infection control procedures at all times.

Meetings

- Attend Teaching School Hub team meetings and other meetings as required.
- Contribute to discussions and support follow-up actions arising from meetings.

- Minute meets as and when required.

Other Duties

- Maintain confidentiality at all times.
- Comply with all Trust policies and procedures, including safeguarding, child protection, health and safety, data protection and confidentiality requirements.
- Undertake appropriate training and professional development as required.
- Adhere to and promote the ethos, vision and values of the Teaching School Hub and Manor Multi Academy Trust.
- Demonstrate personal integrity and professionalism at all times.
- Assist in the creation and maintenance of NPQ, ECTP, Initial Teacher Training (ITT), marketing and meeting calendars.
- Assist with the set-up and clear-up of Teaching School Hub events, meetings and training activities.
- Undertake any other duties commensurate with the grade and nature of the post.

General Conditions

This job description is subject to annual review. It may be amended only after full consultation with the Administration Assistant concerned. It will be signed if agreement is reached.

If following review and amendment, agreement is not reached the appropriate procedures should be used for settling disputes.

Signatures

Administration Assistant

Headteacher

Person specification

CRITERIA	QUALITIES	ESSENTIAL	DESIREABLE
Qualifications	GCSEs (or equivalent) in English and Maths (Grade C/4 or above)	✓	
	NVQ Level 2 or 3 in Business Administration or equivalent		✓
Experience	Experience working in a general administrative or office environment.	✓	

	Experience maintaining accurate records, databases and spreadsheets.	✓	
	Experience using Microsoft Office applications (Word, Excel, Outlook)	✓	
	Experience working in an educational setting		✓
	Experience dealing with enquiries from members of the public, customers or stakeholders.	✓	
	Experience working effectively as part of a team.	✓	
	Experience supporting the administration of meetings, training events or conferences.		✓
	Experience using customer relationship management systems, online portals or data management systems.		✓
Skills & Abilities	Excellent written and verbal communication skills	✓	
	Strong organisational skills and attention to detail	✓	
	Ability to manage and prioritise a varied workload.	✓	
	Ability to handle confidential and sensitive information appropriately.	✓	
	Ability to work accurately under pressure and meet deadlines.	✓	
	Confidence in using spreadsheets, databases and digital systems.	✓	

	Strong data entry and record-keeping skills.	✓	
	Ability to work independently and use initiative when required.	✓	
	Good interpersonal skills with a professional and welcoming manner.	✓	
	Ability to work efficiently in a busy event environment.	✓	
	Good organisational skills and attention to cleanliness and presentation.	✓	
	Ability to follow food hygiene, health and safety and allergy guidance.	✓	
	Ability to undertake manual handling tasks associated with room setup and event preparation.	✓	
	A flexible approach to supporting both administrative and event-based activities.	✓	
	Experience supporting catering, hospitality, conferences, events or training activities.		✓
	Experience working in a customer-facing environment.		✓
	Experience handling food and refreshments in line with food hygiene requirements		✓
Knowledge	Understanding of the importance of safeguarding and child protection	✓	
	Understanding of confidentiality and GDPR principles.	✓	
	Knowledge of effective administrative processes and procedures.	✓	

	Awareness of Teaching School Hub programmes, including ECF and NPQ provision.		✓
Personal Attributes	Friendly, professional and approachable.	✓	
	Flexible and willing to support a wide range of activities.	✓	
	Proactive and positive attitude.	✓	
	Reliable, punctual and trustworthy.	✓	
	Committed to delivering high standards of customer service.	✓	
	Able to maintain professionalism and discretion at all times.	✓	