

<b>Job title:</b>	Senior Administrator
<b>Job ref:</b>	HFL1359
<b>Hours:</b>	25 per week
<b>Salary band:</b>	Band 4: Up to £24,000 p.a
<b>Contract:</b>	Fixed term (12 months)
<b>Reports to:</b>	Administration Manager – Eastern Partnership UK (SEND)
<b>Team:</b>	Admin Support
<b>Location:</b>	Currently remote due to Covid-19. Post Covid-19 will include working 2 days in the Head Office – Stevenage and 3 days remote working.

## Our company

Herts for Learning (HfL) is an award-winning provider of products and services to schools and educational settings within and outside Hertfordshire. We believe that every young person, through access to a great education, should be able to realise their potential, regardless of where they live or their circumstances.

We focus on supporting the schools we work with to achieve successful long-term outcomes for their children. HfL is majority owned by Hertfordshire schools and operates with a not-for-profit ethos.

## Job context

The HfL Admin Support team provides admin and business support services across the company and engages with customers directly to help facilitate our service offering. The post holder will work as part of this team to support Eastern Partnership UK (SEND) and will be committed in providing customer service excellence at all times.

## Purpose of the job

The post holder will provide professional course administration and customer service support relating to our Eastern Partnership programme whilst maintaining the highest possible standards of customer care at all times.

Eastern Partnership UK (SEND) provides learning and professional development opportunities including accredited training and school improvement tools to SENCOs and other professionals in schools and settings. The post holder will collaborate with the Eastern Partnership advisory team to deliver these services.

## Main areas of responsibility

- To be responsible for the day to day administration of the Gateway Qualifications level 3 and level 4 courses run by Eastern Partnership
- Conduct the administrative functions of a complex portfolio of courses including admissions, delivery and assessments
- Using specific IT systems to process registrations and results
- To act as a focal point to provide excellent customer support and service for these courses
- To ensure efficient systems are in place to manage high levels of customer contact, as well as the multiple operations required to successfully run each of the programmes
- To liaise with the delegates, tutors, assessors and advisors
- To maintain financial tracking systems and process invoices and sales orders efficiently.
- To seek the online presence of Eastern Partnership via different platforms
- To seek continuous improvement across all business activities / processes
- To ensure that customers receive excellent support and service, leading to high ratings in evaluations and repeat business
- To continually upskill knowledge of all courses in the Eastern Partnership portfolio
- To work as part of the Eastern Partnership admin team to support with the other areas where required

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time become necessary, particularly in light of the current Covid-19 situation.

## Person specification

Please provide a supporting statement outlining why you are applying and how you meet the criteria below;

### Knowledge

- Excellent working knowledge of Microsoft Excel, Word and Outlook
- Course administration experience
- Previous knowledge supporting a finance function in a company or school

### Experience

The post holder **must** be experienced in:

- providing a wide-range of professional administration services to teams and individuals, with excellent attention to detail
- working independently with the ability to use own initiative
- working through challenges implementing plans to improve efficiency and service
- working with confidential and sensitive information

- working effectively with others and independently in a fast paced office environment
- dealing with a range of customer queries / concerns in a professional manner
- meeting multiple deadlines
- strong demonstrable organization skills
- experience working within a customer focused environment
- Using social media platforms in particular Twitter and LinkedIn

### **Skills and abilities**

- Excellent organisation and multi-tasking skills
- Excellent written and verbal communication skills
- Flexibility of approach and willingness to learn new skills
- Ability to work with a high level of accuracy and attention to detail
- Ability to work effectively in a team with willingness to support colleagues
- Ability to work calmly under pressure

For an informal discussion regarding the role, please contact Andrew Brown on [andrew.brown@hertsforlearning.co.uk](mailto:andrew.brown@hertsforlearning.co.uk) and provide your mobile number so a mutually convenient time can be arranged to discuss the role.

### **Equal Opportunities**

HfL is committed to the aim of ensuring that everyone who applies to work for us receives fair treatment and we positively encourage applications from suitably qualified and eligible candidates regardless of age, disability, race, sex, gender reassignment, sexual orientation, religion or belief, marriage and civil partnership and caring status. We expect all our staff to demonstrate a commitment to advancing equality of opportunity and fostering good relations.

### **Disclosure and Barring Service**

This post may be subject to full pre-employment checks and is exempt from the Rehabilitation of Offenders Act 1974. Please note that additional information referring to the Disclosure and Barring Service is in the guidance notes to the application form. If you are invited to an interview you will receive more information.

### **Health and safety**

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

### **Intellectual property rights**

It is a contractual requirement of all employees of HfL to protect the intellectual, property rights of the company and to adhere to our company policy with regard to IP.

## **APPLICATION PROCESS**

Please download and complete the HfL application form along with the supporting statement, explaining how you meet the requirements of the job outline and person specification. We would also love to hear why you are interested in becoming part of the HfL team.

As part of our move towards eradicating unconscious bias within the recruitment process, we ask that you follow the guidance stated in the application forms and submit these in a word format to enable your application to be anonymised.

To help HfL make sure our policies and working practices are inclusive and non-discriminatory we would like you to complete the HfL equal opportunities form. This will not be stored with your application and will only be utilised by HR.

To submit your application or to discuss any recruitment queries please email our Central Recruitment Team on [hfl.recruitment@hertsforlearning.co.uk](mailto:hfl.recruitment@hertsforlearning.co.uk) or 01438 544439.

**Closing Date: Sunday 11<sup>th</sup> April 2021 at midnight**

**\*Interview Date: w/c 19<sup>th</sup> April 2021**

\*Please note that the interviews will be taking place remotely.