

## Role profile

<b>Job Title:</b>	Reception/business support officer	<b>Grade:</b>	Grade 4
<b>Department:</b>	School Effectiveness/ELP	<b>Post no.:</b>	
<b>Directorate:</b>	Children and Adults	<b>Location:</b>	Ealing Education Centre

<b>Role reports to:</b>	Ealing Education Centre and training manager
<b>Direct reports:</b>	None
<b>Indirect reports:</b>	None

### Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

#### **Purpose of role**

1. To provide full reception services and administrative support to all aspects of the work of the Ealing Education Centre (EEC) and to events and projects related to professional development and training for school staff and governors and the school effectiveness service
2. To use all aspects of Ealing CPD Online – our online training and venue management website – to publish information about training, manage training applicant bookings, make and manage room bookings - and to support schools and other organisations and individuals in the use of the system and to manage the EEC email inbox
3. To support the coordination, administration, marketing and financial function of the school staff and governor programme of training and events and EEC venue and facilities
4. To provide business admin support to school improvement and effectiveness officers as allocated

#### **Key accountabilities**

##### Specific

1. To provide a full reception service for the professional development and training centre – Ealing Education Centre (EEC). This will include for example: greeting and directing visitors (which may include members of the general public who hire the facilities), dealing with telephone calls and the incoming and outgoing post and deliveries, assisting centre users with their rooms including the layout and moving of chairs and tables, supporting centre users with their equipment including ICT equipment and troubleshooting AVA/ICT equipment issues, ensuring

refreshments/catering are available at all appropriate times, keeping a check on stocks of consumables to inform the ordering process, taking and delivering messages, dealing in the first instance with Council appointed maintenance staff. Short periods of lone working will be involved.

2. To be proficient in all aspects of using Ealing CPD Online and to advise and help schools, other organisations and individuals, training providers and stakeholders to use Ealing CPD Online to ensure effective management of: training programmes; events; the Education Centre facilities. The use of CPD on line will include enrolments, authorisations, confirmations, registers, evaluations, room bookings, news items etc.

3. To provide administrative support to the training commissioning process and to officers and projects as allocated.

4. To support systems to keep all information related to CPD and training and the EEC organised and up-to-date, including electronic and other training and financial records and filing systems. To provide relevant information and reports, verbally and in writing, for managers and others as required.

5. To carry out a range of financial transactions relating to training and the EEC using Council financial systems and procedures, including for example: monitoring stock levels and raising purchase orders and requisitions, organising journal transfers, raising invoices.

6. To assist with the marketing and promoting of events and income generating initiatives

7. To assist with the planning, co-ordination and servicing of training events, briefings, meetings, conferences and other events held at the EEC or other locations including the management and provision of stationery and training materials and equipment.

8. To produce a range of high quality and effective documents such as programmes, agenda, conference packs and minutes etc to agreed formats and standards.

9. To be the nominated first aider for the centre (after training).

## **Generic**

10. To maintain confidentiality of information at all times.

11. To be willing to learn to use any other software the centre or Council may adopt.

12. To maintain a flexible approach to the work undertaken in line with the changing needs and protocols of Children's Services and the Council.

13. To ensure a high level of customer care, handling enquiries on complex and sensitive issues with tact and awareness.
14. To be responsible for developing and maintaining electronic and other filing systems which ensure efficient retrieval of information within a corporate framework.
15. To be proactive in ensuring business efficiency (eg making arrangements for equipment and adequate stocks of consumables to be available at all times according to locally agreed procedure).
16. To be willing to attend training to update and develop skills and be proactive in self development and development of the services provided
17. To work off-site when necessary (eg at Perceval House or venues where events are being held) and to ensure that work hours are recorded in a systematic way within agreed systems of time management.
18. To carry out all duties and responsibilities in accordance with Ealing Council policies and requirements.
19. To perform other duties and responsibilities appropriate to the role and grade.

### **Person specification**

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

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#### **Essential knowledge, skills and abilities**

1. Strong understanding of front-of-house service, safeguarding, and administrative systems (e.g. Microsoft Office, Ealing CPD Online); skilled in communication, event coordination, diary management, and financial processes like raising purchase orders and tracking invoices
2. Able to manage reception duties, support training events, liaise with internal and external stakeholders, and adapt to changing priorities while maintaining professionalism, confidentiality, and a customer-focused approach

### **Essential qualification(s) and experience**

1. A good standard of general education (e.g. GCSEs or equivalent in English and Maths) with demonstrable knowledge of administrative systems, customer service, and IT tools such as Microsoft Office and Ealing CPD Online.
2. Previous experience in a school, office, or customer-facing environment—such as answering phones, greeting visitors, using email and Microsoft Office, and helping organise meetings or events.

## Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> <li>• Is passionate about making Ealing a better place</li> <li>• Can see and appreciate things from a resident point of view</li> <li>• Understands what people want and need</li> <li>• Encourages change to tackle underlying causes or issues</li> </ul>	<ul style="list-style-type: none"> <li>• Does what they say they will do on time</li> <li>• Is open and honest</li> <li>• Treats all people fairly</li> </ul>	<ul style="list-style-type: none"> <li>• Ambitious and confident in leading partnerships</li> <li>• Offers to share knowledge and ideas</li> <li>• Challenges constructively and respectfully listens to feedback</li> <li>• Overcomes barriers to develop our outcomes for residents</li> </ul>	<ul style="list-style-type: none"> <li>• Tries out ways to do things better, faster and for less cost</li> <li>• Brings in ideas from outside to improve performance</li> <li>• Takes calculated risks to improve outcomes</li> <li>• Learns from mistakes and failures</li> </ul>	<ul style="list-style-type: none"> <li>• Encourages all stakeholders to participate in decision making</li> <li>• Makes things happen</li> <li>• Acts on feedback to improve performance</li> <li>• Works to high standards</li> </ul>