

Role profile

Job Title:	Business Support Officer	Grade:	6
Department:	School Effectiveness/ELP	Post no:	46843
Directorate:	Children and Adults	Location:	Ealing Education Centre

Role reports to:	Education Centre and Training Manager
Direct Reports:	None
Indirect Reports:	Reception staff, temporary staff and work experience trainees as and when required
<i>This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the council and the requirements of the job.</i>	

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 the role:

1. To provide full reception and customer services and administrative support to all aspects of the work of the Ealing Education Centre and to events and projects related to professional development and training for school staff and governors and the wider school effectiveness service.
2. To provide business admin support to senior and other colleagues and projects as allocated including online systems and websites to support specific and statutory functions of school improvement and effectiveness business.
3. To use all aspects of Ealing CPD Online training and venue management website to manage information and bookings for the EEC facilities and training programmes and to support schools and other organisations and individuals and to use the system effectively and to contribute to the ongoing development of the system.
4. To take lead responsibility for coordinating the administrative support and CPD Online aspects for allocated areas of the training programme ensuring all aspects of agreed financial and training commissioning processes are carried out.
5. To assist in all aspects of the coordination, administration, financial processes and marketing of the EEC and the training programmes for school staff and governors and support in the facilitation of school-to-school CPD and training.

Key accountabilities:

Specific

- To provide EEC reception services and administrative support. This will include for example: greeting and directing visitors, dealing with telephone calls and the incoming and outgoing post and deliveries, assisting centre users with their rooms and equipment, ensuring refreshments/catering are available at all appropriate times, dealing with centre room and training bookings on Ealing CPD Online, taking and delivering messages, dealing in the first instance with Council appointed maintenance staff.
- To support officers and advisers with web based and other systems and processes to support specific areas of the work of the service as allocated (for example NQT Manager system and the statutory induction year for newly qualified teachers, Services for schools, EGfL)
- 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 the system to ensure effective management of training programmes, events and the Education Centre facilities. To contribute to the ongoing development of the system and liaison with technical providers and the communications around the roll out of changes and improvements to the system.
- To take responsibility for the design and production of directories and information for marketing school effectiveness training programmes both for publication on Ealing CPD Online, on EGfL and in print, and for the administration and marketing of allocated areas of the school staff and governor training programme as agreed with the training commissioner/EEC manager.
- To assist in the provision of administrative support to allocated school effectiveness leadership and other professional development events and projects and take lead responsibility for all administrative aspects of specific events or projects as allocated and according to agreed protocols.
- To proactively manage all aspects of administration and communications for events in agreed areas of the training programmes including publishing, marketing, enrolments, authorisations, confirmations, registers, evaluations and payments, ensuring that course spaces are maximised, carrying out procedures for commissioning trainers and that tutors and trainers are informed.
- To take responsibility for and manage administrative support to the training commissioning process including liaising with a wide range of internal and external colleagues and organisations and administering external trainer contracts in line with Council requirements and proactively communicating with and supporting trainers with agreed aspects of their events.
- To be responsible for a range of financial transactions that arise from the centre's activities and from setting up and administering training and events. This will include:
- To proactively support the marketing and promotion of events and the planning, organising and servicing of briefings, network meetings and other training and EEC/school effectiveness related events.
- To support in planning and organising of the delivery of the reception/admin function including assisting with the induction and supervision of the work and development of reception staff, temporary administrative staff, work placement/experience students and apprentices. Deputising for the centre manager in this aspect when required.
- Using the Council's financial systems and procedures
- Raising purchase orders and requisitions, organising journal transfers, invoicing customers, contracting and paying external trainers and facilitators, informing and updating payroll of new and existing individuals' tax statuses, recording expenditure, handling cash and maintaining and recording budgets.
- To proactively support the marketing and promotion of events and the planning, organising and servicing of briefings, network meetings and other training and EEC/school effectiveness related events.

- To support in planning and organising of the delivery of the reception/admin function including assisting with the induction and supervision of the work and development of reception staff, temporary administrative staff, work placement/experience students and apprentices. Deputising for the centre manager in this aspect when required.
- To contribute to the wider service business, systems and communications at a similar level when required
- To be a nominated first aider for the training centre (training will be provided).

Generic

- To always maintain confidentiality of management information.
- To be willing to learn to use any other software the centre or Council may adopt.
- To maintain a flexible approach to the work undertaken in line with the changing needs of the service.
- To be committed to and work within a corporate approach according to the needs of the service.
- To ensure customer care as a principal objective, handling enquiries on complex and sensitive issues with tact and awareness and proactively taking the initiative to enhance the customer experience.
- To maintain electronic and other filing systems that ensure efficient retrieval of information within a corporate framework.
- To be willing to attend training to update and develop skills and be proactive in self-development and development of the services provided
- To be familiar with, adhere to and promote Council policies and procedures (e.g. health and safety, security, diversity, codes of conduct, use of ICT, financial processes and regulations etc).
- To work fixed or flexible hours according to service requirements and as agreed.
- To work off-site when necessary and to ensure that work hours are recorded in a systematic way within agreed systems of time management

Key performance indicators

- Internal operational key performance indicators including systematic feedback from schools and service users on service quality
- Production and delivery of work to agreed timescales, standards and plans
- Currency, quality and accuracy of information and data published on online systems
- Development and quality of relationships and collaborations with colleagues, contacts and stakeholders and contribution to team climate and effectiveness
- Accuracy, attention to detail and proactivity to ensure a high-quality service

Key relationships (internal and external)

- School effectiveness training commissioner / EEC manager
- School effectiveness service lead officers, managers and colleagues
- Children's service directors and colleagues
- School and settings' staff and leaders
- Internal and external suppliers and contacts
- Training providers and consultants

Authority level

- Use of Council financial and other systems to perform functions outlined
- Use online systems to support statutory and other functions
- Contribution to local operational policy

Person specification

Candidates please address the criteria marked with () only in your application. Please give examples**

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.

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.

Essential knowledge, skills and abilities

1. Knowledge of and interest in the education and training environment.
2. ** Ability to use and support the development of web-based training and facilities and other online management systems.
3. Ability to work on own initiative and manage multiple priorities effectively in a busy and complex environment with a minimum of supervision.
4. ** Ability to communicate clearly and effectively, orally and in writing, to a wide range of audiences.
5. ** Ability to demonstrate excellent interpersonal skills and to relate to a wide range of people in a variety of roles and settings and work well as part of a team.
6. Ability to collate, analyse, interpret, and present information and data in attractive and highly effective ways using office software and following branding and formatting protocols.
7. ** Ability to carry out financial processes including monitoring stock levels, ordering/raising purchase orders, processing invoices, raising journal transfers, monitoring financial expenditure and income and use council finance software for these processes.
8. ** Ability to work effectively with a wide-ranging customer group and internal and external staff at all levels
9. ** Ability to manage and prioritise own workload effectively in a busy and varied work context and with minimum supervision and make suggestions to improve practice

Essential qualification(s) and experience

1. **Clear evidence of substantial experience of providing and co-ordinating admin support and office administration using office and online business systems
2. Experience of collating, analysing, interpreting, and presenting information and data in attractive and highly effective ways using office software and following branding and formatting protocols
3. ** Experience in a training and educational administration and communications environment.
4. Experience of using online systems for training and facilities management, web publishing, bespoke, statutory purposes
5. Experience of carrying out financial processes.
6. Experience of creating, proof reading, editing, checking and publishing accurate information on web based and other systems to agreed high standards
7. Experience in the effective design and use of spreadsheets to collect, collate and present financial, statistical and other information.
8. ** Substantial experience of using ICT including Microsoft Word, Excel, PowerPoint

Outlook, Adobe Pro, online software and the Internet in a professional setting.

9.  Experience of being proactive in initiating and promoting developments to systems to improve efficiency and effectiveness and in working with technical providers.
10. Experience of working in an education environment.
11. Evidence of relevant training and qualifications or equivalent experience and of continuing development to update skills and knowledge.

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
• Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues	• Does what they say they will do on time • Is open and honest • Treats all people fairly	• Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents	• Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures	• Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards