

## Job Title: Administration and Data Officer

Reporting Relationships: Business Manager

Hours of work: 28 hours per week (Monday to Friday)

Salary: £12,400 – £14,000 + 5% pension contribution (£15,500 - £17,500 pro rata)

Holidays: 22.4 days (20 days + bank holidays pro rata per annum)

### Background

Northern Learning Trust is a small but dynamic organisation that seeks to change the lives of the people it reaches and works with. We are an innovative and forward thinking organisation that seeks to find solutions to issues facing our beneficiaries and partners in Social Housing, Criminal Justice and Community Learning.

An exciting role has become available for an administrator to provide support to the whole organisation. Working as part of the Head Office team the Admin and Data Officer is integral to supporting the day to day running and operations of Northern Learning Trust. The role requires initiative, accuracy and excellent customer care skills.

The successful candidate will also support the Senior Management team to provide and present accurate and timely information for Trustees, commissioners and funders and will contribute to the marketing of the Trust through its website and other marketing activities.

We are passionate about the work we do and need a person who understands our values and believes in our mission.

This post is part funded via the European Social Fund as part of the European Structural and Investment Funds Growth Programme 2014-2020 in England and forms part of the North of Tyne Working Homes Project, North of Tyne CLLD Project and the Bridge Project. The Bridge project is part funded by the National Lottery Community Fund.



## Main duties and responsibilities

The following list highlights the main duties, which the post holder will be expected to perform. You will be expected to use your own initiative and work unsupervised.

- Responsible for the implementation and operation of efficient and effective administrative office procedures and systems to support the delivery of Northern Learning Trust programmes and services
- Use Management Information systems to input and reconcile data accurately and on a timely basis
- Proactively liaise with the staff to develop, evaluate and improve data collection systems and procedures
- Support the Compliance and Performance Officer to produce and update information to achieve Northern Learning Trust strategic business aims
- Proactively support the Chief Executive Team with key organisation functions e.g. Health & Safety, Human Resources and basic finance tasks
- Responsible for the planning and delivery of a range of marketing activities to raise the profile of Northern Learning Trust. This will include growing our social media presence, including fresh and up to date content, managing posts and monitoring social media and attending events
- Provide minute taking support at meetings e.g. Trustee meetings, Learning Hive meetings, team meetings
- Responsible for the implementation of appropriate accreditation procedures e.g. registration and scheduling of exams and invigilation where required
- Responsible for liaising effectively with internal and external organisations and individuals
- Produce and present reports as required

The above list is not exhaustive and your role will certainly change over time reflecting the changing needs and activities of the organisation and our commitment to making best use of new technology and continuously improving the way we do things. You must therefore be committed to personal development and to becoming multi-skilled in order that you can adapt to and welcome constant change in the effort to achieve the stated aim of “making continuous improvements in the efficiency and effectiveness of our use of resources”.

All staff are encouraged not to ignore work at the boundaries of their specific role, but to take “ownership” of any issue with which they become involved, ensuring that all matters are brought to a satisfactory conclusion. This includes identifying any risks involved in the day to day responsibilities of the role and taking action to mitigate those risks.

The post-holder must carry out his or her duties with full regard to Northern Learning Trust’s Equal Opportunities policy. The post-holder must at all times comply with the Health and Safety policy and procedure and must draw to their manager’s attention any unsafe working practice/conditions.

The post holder will be required to undertake an enhanced DBS check.

## Person Specification

	Knowledge, experience & skills	Essential	Desirable
1.	Minimum of NVQ Level 3 qualification or equivalent experience	√	
2.	Excellent skills in use of Microsoft Office applications	√	
3.	Ability to work using own initiative and as part of a team	√	
4.	Ability to work quickly and accurately with attention to detail	√	
5.	Initiative and ability to plan and prioritise own work load	√	
6.	Ability to produce accurate and timely information to meet deadlines	√	
7.	Excellent skills in social media	√	
8.	Ability to communicate with a wide range of internal and external audiences clearly, concisely and confidently with a respectful manner	√	
9.	Positive and flexible attitude	√	
10.	Previous experience of working in an office environment	√	
11.	Understanding of voluntary sector		√
12.	Experience of using financial systems		√
13.	Understanding of health and safety		√
14.	Ability to drive and access to own transport		√