

Teaching Hub Administration Manager

Grade 6: 36 hrs 40 mins per week, full year.

Purpose of Post

To build and maintain relations with stakeholders for the Teaching Hub, overseeing effective communication systems whilst providing professional business and administrative support.

Reporting to

The Business Manager of Blue Coat School.

Key Tasks and Duties

- Lead relationship management, communications and stakeholder engagement, reaching out and making the business of teacher development our focus.
- To design, implement and manage the systems for the Teaching Hub and act as the first point of contact.
- Manage channels of communication across a wide range of partners, set up monitoring and ensure there is a robust and effective network.
- Recruit, onboard and support participants to completion of the programmes.
- To provide business and administrative management support for the Teaching Hub, working with a wide range of partners across the East Manchester region and beyond.
- Enable and empower facilitators to be able to deliver high quality teacher development across the Hub.

COMMUNICATIONS

1. Manage, communicate and build relationships with the professionals, consultants and other schools, trusts and authorities working strategically with the Teaching Hub.
2. Organise the calendar for the Teaching School Hub and being the key co-ordinator for scheduling events and meetings across the year.
3. Maintain the stakeholder database/CRM, not just administratively, but understanding who people are and their roles and how they contribute to the business of the Teaching Hub. Use the database to monitor the reach across the wide range of partners, follow up on activity and promote opportunities.
4. Act as the first point of contact for Hub communications: monitor the enquiry channels, putting people in touch with the right people, chasing, supporting, organising, communicating, keeping diaries up to date.
5. Support the Strategic Director of Teacher Training and Development in outreach work and meetings, helping to forge networks and relationships for Hub, Trust and school improvement.
6. Arrange any meetings as required, co-ordinating diaries, ensuring all attendees are aware of any changes that will impact on them.

BUSINESS AND FINANCE

7. Work closely with the Trust Finance Team in order to efficiently and effectively oversee the system and monitor payments, including payments via the Department for Education (DfE) and the delivery partners.
8. Work with the Trust Finance Team to monitor the funding streams, to confirm attendance at events which affects income, liaise with the DfE and keep records of any withdrawals or changes in circumstances.
9. Ensure that the system for requisitions and ordering is efficient and fit for purpose.
10. Communication with the Trust Finance Team in relation to budget setting and monitoring.
11. Support internal/external audit processes in relation to Teaching Hub activities.
12. To be responsible for all record-keeping and document management that relates to the work of the Hub.

ADMINISTER HUB ACTIVITY

13. Be the first point of contact for Hub activity, manage applications, make relevant registrations and maintain records of attendance, engagement and evaluations.
14. Ensure good customer service to stakeholders e.g. to ensure receipt of correct information and register participant data on the relevant management information system.
15. Administer and track CPD bookings.
16. Prepare and manage communications with stakeholders. Use tools e.g. Microsoft Forms to support electronic evaluations of courses.
17. Maintain accurate records of assessment, progress and checks.
18. Complete the first check of assessment forms.
19. Attend and contribute to lead provider administrative lead group.
20. Organise diary events for online learning communities.
21. Organise logistics for fact to face events.

MANAGING INFORMATION, REPORTING AND MONITORING SYSTEMS

22. Actively monitor KPIs and work with the Strategic Director of Teacher Training to ensure that strategies are adapted as appropriate so that KPIs are met.
23. Act as the main contact for reporting purposes for the Teaching School Hub.
24. Monitor and maintain hub records on various platforms (e.g. DfE portal for Teaching School Hubs, CPD bookings, NPQ participant information, Early Career Teachers).
25. Collect relevant information and data from schools maintaining systems for monitoring reporting and following up on activity.

MARKETING

26. Work with the Trust Marketing Manager to ensure that communications and publications optimise opportunities to advance the reputation of the Teaching School Hub and ensure that marketing strategies are in accordance with other Trust brands.

27. Manage and maintain the Teaching Hub website, social media channels and content. Create and maintain a calendar of key dates for marketing communications.
28. With guidance from the Trust Marketing Manager, monitor advertising trends e.g. social media pay per click etc.
29. Oversight of hub branding, ensuring consistency and correct use of logo and stationery on advertisements, websites etc. Support colleagues to use correctly.
30. Compile termly information as required (e.g. newsletters, leaflets, flyers), liaising with the Strategic Director of Teacher Training and Development to plan a calendar for marketing of events and ensuring copy and images are available.

STANDARD DUTIES

31. Proactively promote and comply with safeguarding / child protection in all areas of responsibility.
32. Understand the importance of inclusion, equality and diversity and promote equal opportunities for all.
33. To uphold and promote the values and ethos of the Trust.
34. Implement and uphold all policies, procedures and codes of practice of the Trust.
35. Support the Health, Safety and Welfare policy and be aware of the responsibility for personal Health, Safety and Welfare and that of others reporting any hazards and actively contribute to the security of the school, e.g. challenging a stranger on the premises.
36. Participate fully in staff training and development opportunities including attendance at staff meetings, and work to continually improve own and team performance, sharing skills and expertise with others as required.
37. Keep abreast of new technology, and make suggestions for improvement, assisting in the review and improvement of operational procedures as required.
38. Undertake any other additional duties commensurate with the grade of the post

The job description is current at the date shown, but, in consultation with the post-holder, it may be changed to reflect or anticipate changes in the job which are commensurate with the job title and salary weighting.

Contacts:

Strategic Director of Teacher Training and Development, Trust CEO, Blue Coat Headteacher, Trust Operations Director, Trust Finance Director, Department for Education, Lead Provider, Local Authority leads, Oldham Learning, professional mentors and trainers, course applicants.

This post is subject to an enhanced DBS disclosure check through the Disclosure & Barring Service.

Teaching Hub Administration Manager	Essential / Desirable	How identified (A/I/T)
Qualifications		
Minimum of grade C in GCSE Mathematics and English Language or equivalent	E	A
RSA Level 3 in word processing or the ability type at 60 words per minute	D	A / T
L4 Business Management qualification	D	A
Degree or relevant professional qualification	D	A
Experience		
Previous experience of providing customer relations support or management	E	A
Experience of developing and maintaining positive relationships with internal and external stakeholders	E	A / I
Experience of delivering excellent customer service, where politeness, diplomacy and sensitivity are required	E	A / I / T
Experience of working under pressure and responding quickly to changing/ conflicting demands	E	A / I / T
Experience of working with confidential information where discretion is paramount	E	A / I / T
Experience of maintaining comprehensive and accurate records and retrieving information	E	A / I
Experience of providing administrative / business support in a varied and busy environment	E	A/I/T
Skills and Abilities		
Ability to communicate confidently and professionally with a wide range of stakeholders, colleagues and members of the public	E	A / I
The ability to negotiate with/influence people at all levels and build stakeholder relationships for business growth, frequently taking independent initiative	E	A / I / T
Self-reliance, resourcefulness and the ability to work on own initiative	E	A / I / T
Highly skilled in Microsoft Office Suite	E	A / T
Excellent organisation skills	E	A / I / T
Ability to produce and analyse information and produce clear, concise and grammatically accurate working notes/reports/records which are appropriate for the audience	E	A / T
Ability to evaluate, assess, formulate and implement improvements to current working practices.	E	A / I / T
To work as a team member	E	A/I/T
Ability to work to deadlines	E	A / I
Knowledge of Teaching School Hubs, and	D	A/I
the skill and ability to immerse in the principles of the Hub's purpose	E	A/I
Knowledge of Equal Opportunities, Human Rights and Data Protection Legislation	D	A
Knowledge of education legislation, guidance and legal requirements	D	A/I

Job Description & Person Specification

Personal		
Support fully and with integrity the ethos of the Trust	E	A / I / T
Ability to work flexibly including responding to pressure points and attend evening meetings if necessary	E	A / I
Positive, open and friendly attitude to service improvement and delivery	E	A / I / T
High standards of personal accuracy, taking pride in work	E	A / I / T
Resilient	E	A / I
A willingness to attend appropriate training and development opportunities	E	A
Understanding of why safeguarding is important when working with children and young people	E	A / I

A = Application, I = Interview, T = Task