

JOB DESCRIPTION

Job Title	Office Administrator
Accountable to	Support Team Manager/Director
Base	EPM Offices, Huntingdon

PURPOSE OF THE JOB

To provide outstanding customer service across the organisation by delivering, and supporting colleagues to deliver expert administration and advice in a timely and effective manner whilst maintaining the highest levels of confidentiality and integrity. The role will primarily focus on one of the following but support across the whole function may be required.

- Reception
- Disclosure and Barring Service
- Advertising
- Headteacher Recruitment
- Supply Teacher Registration

You will be constantly striving to improve the efficiency and professionalism of working practices to meet the company's objective of "clarity and consistency" and working "smarter not harder" to facilitate an increase in customer base whilst maintaining and improving customer service.

Main responsibilities/Duties of the Job

Customer Responsibilities

1. Provide administration support to the EPM Support Team. To liaise with other EPM departments on basic administrative and/or operational matters.
2. Provide administration support to Advertising and Headteacher Recruitment, including the placing of adverts and generation of invoices to customers.
3. Respond to telephone and email enquiries accurately and in a professional manner.

Internal Team Responsibilities

1. Support Reception by greeting and directing visitors to the EPM office as and when appropriate.
2. Sort, screen and distribute incoming and outgoing mail, as directed.
3. Prepare and collate training documents, and other materials as directed, ensuring printing is of a high standard.

4. Support the DBS Team, responding to general queries, ensuring emails and barred list checks are dealt with in a timely manner.
5. Provide administrative support to the Supply Teacher Registration service, as required.
6. Provide effective cover for all members of the Support Team during absence of members of the team.
7. Attend and participate in regular team meetings and training to keep up to date with current legislation, policies and procedures and other relevant guidance.

Internal Broader Responsibilities

1. Proactively liaise with HR and payroll colleagues on administrative, operational and service development matters.
2. Maintain a high level of accuracy with an awareness of implications of actions across EPM and externally with customers.
3. Contribute to the sharing of good practice and knowledge amongst colleagues as required.
4. Be compliant with EPM staff policies and procedures.
5. Provide support for other colleagues when necessary.
6. Proactively participate in the EPM Continuous Professional Development process.
7. Maintain high levels of confidentiality and integrity at all times
8. Perform miscellaneous job-related duties as assigned.

PERSON SPECIFICATION

Job Title: Office Administrator			
Qualifications			
Essential		Desirable	
	5 A* - C GCSE including Maths and English, or equivalent		A qualification in a relevant subject i.e. NVQ
			Good (or predicted good) grades in two A level subjects, or equivalent
EXPERIENCE			
Essential		Desirable	
	Ability to establish professional relationships and credibility		Experience of working in a customer focused environment
	Ability to prioritise and work well under pressure to strict deadlines		Previous administration experience
	Ability to communicate effectively both verbally and in writing		Ability to demonstrate sound proofreading and editing skills to create high quality documentation
	Ability to contribute proactively to a strong team working culture		
	Able to demonstrate careful attention to detail and accuracy		
	Good ICT skills including use of Microsoft office		