

APPLICATION PACK

Position: Administrator

Salary: £17,000 to £19,000 pa pro rata

Contract Type: fixed term to March 2020, part time (0.6)

Hours/Location: 24 hours per week

The Garage encourages a flexible working approach. The post may include evening and weekend work. Time off in lieu will be given for hours worked over the contract amount where agreed in advance. The position is based at The Garage.

Leave: 20 standard days pro rata plus 8 days bank holidays

Reporting to: Learning & Inclusion Director



Description of Role:

The Administrator will support engagement, teaching and learning of young people by providing high quality administrative support as part of Learning and Inclusion teams at The Garage. Reporting to the Learning & Inclusion Director, you will work closely with the Inclusion Lead and Youth Arts Workers to maintain accurate records pertaining to the teams work with vulnerable and disadvantaged young people. You will also work as part of the Education Faculty to provide administrative support to the delivery of accredited courses, assessments and examinations.

The ideal candidate will be an efficient, quick-thinking and logical administrator with an eye for detail. You will be comfortable using a range of software, and confident in approaching and understanding bespoke software packages. You will be skilled in setting up and maintaining systems and procedures, and be an active trouble-shooter. The post holder will be expected to manage and balance a demanding workload to meet a range of internal and external deadlines. An understanding of the importance of data protection application, especially when dealing with sensitive information, is vital. Some communication with parents/carers, partner agencies and young people will be necessary, so a confident yet considerate telephone manner along with formal writing skills is essential.

To express interest: For enquiries please call 01603 283382. In order to be considered for this position, please send a completed application form by email or post detailing your interest in the position and how you feel you meet the specification to **Toni Bentley** (toni.bentley@thegarage.org.uk // **The Garage, 14 Chapel Field North, Norwich, NR2 1NY**) by **Sunday 28th April**. Interviews will be held on **Tuesday 7th May**. **Please note, this post will be subject to Enhanced Disclosure and Barring Service check**

JOB DESCRIPTION: ADMINISTRATOR

Indicative Duties:

- Assist in the coordination of referrals, arranging action and reviewing services for children and families
- Maintain accurate records or referrals of young people, utilising bespoke software to track their journey with the organisation
- Administer admissions for accredited course – including audition communication, offer letters, collation of acceptances and supporting documentation
- Ensure that information held about young people on Plus2 software system is current and accurate
- Produce and analyse attendance data and prepare reports for colleagues to follow up attendance issues
- Support transition of young people from intervention programmes to 'mainstream' activity, ensuring that they are booked onto correct activities in a timely manner
- Minute taking at Assessment Boards, caseload reviews and other meetings as required
- Assist in the administration of exams through processing entries and access arrangement information
- To support quality assurance cycles through contributing to recording of observations, annual reviews and reporting
- Collate information for monitoring, fundraising and reporting as necessary
- Support the induction of new staff and freelancers
- Contribute to the planning, development and organisation of systems/procedures/policies
- Answer enquiries by phone, typing, sending letters and reports to parents/outside agencies
- Liaise with parents and other stakeholders as necessary
- Assist and help set up for Open Evening, Tours and Taster Days and other promotional events both on and off site
- Maintain accurate, confidential and up-to-date documentation on all cases of safeguarding and child protection and report where required.
- To undertake any other duties reasonably compatible with/arising from the duties specified above.

PERSON SPECIFICATION: ADMINISTRATOR

	Essential	Desirable
Skills & Experience	<ul style="list-style-type: none"> • High quality organisational and IT skills • High level administrative skills • A good working knowledge of Microsoft Office (Word & Excel in particular) • Good written and oral skills • Experience of handing sensitive information / data • Ability to organise time and workload effectively 	<ul style="list-style-type: none"> • Experience in exam board administration / entry portals • Experience of specific software (myConcern, Plus2) • GCSE including Maths and English (Minimum Grade C/level 4) • NVQ 3 or equivalent qualification or experience in relevant discipline.
Personal qualities	<ul style="list-style-type: none"> • Commitment to the vision, mission and aims of The Garage • A genuine passion for and belief in the value of arts based education work with young people, and communities • Flexible approach and attitude • Commitment to team working and ability to build strong professional relationships • An enjoyment of working in a vibrant, busy environment • Calm under pressure 	<ul style="list-style-type: none"> • Willingness to undertake further training as required