

Role:	Kent-Teach Administration Assistant
Department:	HR Advisory
Salary	£18,059 - £19,863
Responsible to:	Kent-Teach Team Leader

Job Purpose:

Provide an effective and comprehensive administrative service to assist in the delivery of services provided by the Kent-Teach team and the wider Cantium Business Solutions teams, ensuring high levels of customer service and a timely delivery.

Main duties and responsibilities:

- Act as the main point of contact for Kent-Teach customers, using your knowledge of policies and procedures, assess and answer routine enquiries and deal with basic technical enquiries with regards to the use of the website.
- Management of the Kent-Teach mailboxes, responding to any customers queries exercising judgement and discretion to ensure that relevant enquiries are passed to the appropriate person
- Build and maintain positive working relationships with our customers, providing a first-rate customer service to ensure that customers and job seekers who contact Kent-Teach are dealt with efficiently and consistently.
- Arrange team meetings and appointments on behalf of the line manager and other team members, produce agendas and take full minutes/notes. Proactively take actions forward, distributing documentation and monitoring actions to ensure completion, within agreed timescales.
- Coordinate and administer recruitment fairs in conjunction with the Recruitment Consultant on behalf of Kent-Teach, attending as and when required. Analyse attendance data and report to the Line Manager.
- Administer and keep a range of financial records and process invoices for payment, referring any problems to the line manager, to ensure that financial records are accurately managed and recorded.
- Set up, organise and administer accurate filing system, so that documents are easily accessible, making recommendations for improved systems and processes where needed.
- Input information on spreadsheets, highlighting possible errors, identifying trends for weekly and monthly reports.

- Assist schools in the advertising of vacancies, managing elements of microsites, planning and monitoring recruitment timelines.
- Assist the Social Media Assistant with the creation of social media content using a variety of platforms such as Facebook and Twitter.
- Ensure that Kent-Teach, and our customer information is kept up to date with appropriate content, logging any feedback from users.
- Maintain records and files ensuring and confidential information is stored in line GDPR regulations.

Corporate Responsibilities

All senior executives and heads of service have an explicit responsibility to support the company in the delivery of its business plan. Providing support and guidance for its workforce and being a strong advocate of the company's people strategy.

Description of Business

The company has a number of established traded brands which provide services to external organisations.

The company is dynamic and agile and is building a new service culture based on 4 key principles;

- Fast
- Connected
- Insight Led
- Customer Driven

The business model and people strategy build on these principles and will reinforce the company's reputation for delivering high quality back office services to its customers.

As a newly formed company the 2018/19 business plan and strategy is based on the following:

1. Solid service delivery and the delivery of service excellence demonstrated through high customer satisfaction and customer retention
2. Improved business efficiency through the technology improvement plan
3. Progressing with the office moves to bring the staff teams into one location
4. Identifying the growth pipeline and securing new business against targets
5. Embedding the transition into a new company, developing the brand and driving culture change

This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

Person Specification

CRITERIA

Qualifications

- Educated to Level 2 Qualification or equivalent to include Math's and English at GCSE C or above.

Skills & Abilities

- Listening skills.
- Ability to use MS Word, Excel and Outlook (or email equivalent) to intermediate level.
- Customer care skills.
- Ability to work as part of a team.
- Confidence to communicate effectively with people on the telephone, in writing and face to face.
- Ability to understand and follow procedures.
- Excellent administrative and organisational skills.
- Ability to work to deadlines and under pressure.

Knowledge

- Have an interest in current and future technologies.
- Good command of English language, both verbal and written.
- An understanding of social media and how this is used in a business environment.

Behaviors and Values

- Open
- Act with integrity, honesty and transparency
- Demonstrate healthy attitude to risk
- Welcome and expect change and evolving technology
- Work in new ways
- Be willing to learn
- Treat people fairly and with respect
- Invite contribution and challenge
- Work collaboratively to find new solutions
- Innovate
- Put the interests and wellbeing of customers first
- Be open to challenge

- Actively encourage and expect contribution
- Accountable
- Do more for yourself
- Take personal and professional responsibility for your actions and performance
- Deliver at pace
- Look for ways to save money
- Look for commercial opportunities
- Focused on outcomes

