

## Job Description

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**Job title:** Administrator  
**Reports to:** Executive Support Officer  
**Location:** Thames Gateway Teaching School Hub

### Key Responsibilities:

**a) Oversee the smooth operational delivery of Thames Gateway TSH events:**

*These activities will be directed by the TSH Director, Deputy Director and TSH Executive Support Officer (Line Manager)*

- Oversee the smooth running of face to face events occurring at the Thames Gateway TSH (TGTSH) designated training space, based at Leigh Academy Rainham. This will normally include:
  - Sharing logistics with delegates and facilitators in advance, liaising to provide for special access arrangements
  - Setting up the training space, overseeing hospitality and other necessary resources
  - Welcoming and supporting facilitators and delegates, and ensuring smooth operation of the event
  - Ensuring our adherence to the TGTSH partnership agreement
  - Promoting safeguarding and ensuring health and safety protocols are in place
- To support wider TGTSH events in line with the TGTSH calendar e.g. supporting the delivery of Early Career Teacher conferences

**b) Provide the administrative assistance required for the effective and successful management and delivery of the National Professional Qualification (NPQ) suite of programmes:**

*These will be directed by the TSH Deputy Director (NPQ lead) and TSH Executive Support Officer (Line Manager) but will normally include:*

- Operationally supporting marketing to ensure the TSH meets its KPI target numbers
- Supporting the onboarding of delegates
- Providing the administrative support necessary to enable the delivery of the full suite of programmes, including (but not exclusively):
  - Liaising with facilitators
  - Booking venues
  - Updating the management portal
  - Ensuring resources are prepared
  - Providing appropriate registration, hospitality and on-site support where required
  - Following up on non-attendance
  - Supporting with the delivery of the wider aspects of the programmes (webinars, online learning)
  - Supporting the administration of the assessment process
- Support with the gathering of participant and wider feedback
- Support the quality assurance process

**c) Provider wider support to the administrative function of the Thames Gateway TSH:**

*These will be directed by the TSH Executive Support Officer (Line Manager) but will normally include:*

- Present a professional, welcoming service via email, phone and in person
- Work with the Executive Support Office to maintain an up to date database, ensure delegates are registered for the correct programmes
- Arrange logistics for face to face meetings including venue, logistics, hospitality and IT needs and share these with delegates
- Arrange logistics for online meetings including invitation list and share these with delegates
- Answer, screen and forward incoming telephone calls answering queries where possible and redirecting appropriately
- Take delivery of incoming mail and distribute to relevant members of staff in a timely manner
- Assist the Executive Support Officer with the distribution of correspondence and marketing mailshots
- Assist the Executive Support Officer with various administrative duties including photocopying, scanning, shredding and filing
- Monitor office supplies and place orders where necessary
- Manage and organise work of a confidential and complex nature, with considerable tact, diplomacy and a high level of commitment, customer care and flexibility
- Establish good working relationships with all partner organisations
- Undertake the role in a flexible fashion to cover any early morning meetings or evening meetings where necessary
- Comply with Health and Safety Regulations

**Safeguarding of students and Duty of care**

All staff, regardless of role, level of seniority and location, have a responsibility to ensure the highest levels of safeguarding and promoting the welfare of our pupils, and we expect all our staff and volunteers to share this commitment. We must collectively create an environment where children feel safe to learn, play, and grow. Children should feel comfortable in their surroundings and know that they can approach any responsible adult with any problems or concerns.

All staff must be able to identify any children who are at risk of harm, and know the characteristics of abuse or neglect. If you suspect or confirm harm then it's essential you know what actions to take.

Annual safeguarding training is offered to all staff at Leigh Academies Trust, and it is the staff member's responsibility to be aware of the most up to date guidance documented in the Keeping Children Safe in Education document (Department of Education).

**Notes**

The job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed. This job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year and may be subject to modification or amendment at any time after consultation with the holder of the post.

The duties may be varied to meet the changing demands of the academy/business unit at the reasonable discretion of the Principal/Director. This job description does not form part of the contract of employment. It describes the way the post-holder is expected and required to perform and complete the particular duties as set out in the foregoing.