

## Advisory Centre for Education Job Description

<b>Title:</b>	<b>Office Co-ordinator</b>
<b>Contract</b>	Six months in the first instance
<b>Hours</b>	28 - 35 hours
<b>Location:</b>	ACE Head Office – Highbury & Islington
<b>Salary Band:</b>	£23,780 – £26,500 Pro rata
<b>CRB Level Required</b>	<b>None</b> / Standard / Enhanced
<b>Reporting to:</b>	Chief Executive*
<b>Line Report:</b>	None*
<b>Context</b>	<p>The Advisory Centre for Education (ACE) is an independent, registered charity, which offers advice and information about state-funded education in England and Wales for parents and carers of school age children.</p> <p>We offer free advice on a range of subjects including exclusion from school, bullying, special educational needs and school admission appeals.</p> <p>In 2007/8 we spoke to over 6,500 parents and carers and over 75,000 people got advice through our website. We have recently expanded our service to offer advice via sms.</p>
<b>Job purpose:</b>	<p>This post requires the holder:</p> <ul style="list-style-type: none"> <li>• To develop and oversee the smooth running of the office administration</li> <li>• To be the first port of call for the general public via phone, email and reception.</li> </ul>
<b>Key activities:</b>	<p><b>Office &amp; Administration</b></p> <ol style="list-style-type: none"> <li>1. To ensure that the office space is well organised and tidy and complies with Health &amp; Safety.</li> <li>2. To contribute to responding to phone and email queries, requests and to receive guests and visitors.</li> <li>3. To oversee the ordering of stock and stock control of items including equipment, stationery, furniture and publications.</li> <li>4. To make up and dispatch exclusion packs and other postage items.</li> <li>5. To support the staff and managers with bulk administrative tasks, including training pack collation, photo copying and bulk mail outs.</li> </ol>

## Advisory Centre for Education Job Description

	<ol style="list-style-type: none"> <li>6. To provide administrative support to the Chief Executive in areas including personnel and organisation development.</li> <li>7. To take a co-ordination role in organising the ICT needs of the organisation.</li> <li>8. With the support from other staff and managers to keep the internet and intranet up to date.</li> <li>9. To be the main contact for contractors and maintenance staff for equipment including the photocopier franking machine, cleaners etc.</li> <li>10. To support the Publications Manager to handle queries and orders for ACE publications including packing and dispatch.</li> <li>11. To support the Finance Manager in invoicing and credit control for organisations and individuals as agreed.</li> <li>12. To order government guidance and photocopy as necessary.</li> <li>13. To distribute mail, and alerting staff to information of relevance.</li> </ol> <p><b>General</b></p> <ol style="list-style-type: none"> <li>14. To produce reports in a timely manner and to a high standard.</li> <li>15. To carry out relevant administrative tasks as required and to undertake additional activities that supports the organisations objectives.</li> <li>16. To work towards continuously improving all areas and activities.</li> <li>17. To develop appropriate policies and plans and to create appropriate processes and systems to deliver the above.</li> </ol>
<p><b>Person Specification (attainments)</b></p>	<p>In order to be considered for this post you will have to demonstrate that you already have:</p> <p><b>Qualifications</b></p> <ol style="list-style-type: none"> <li>1. Degree level qualification in Business and Finance, Administration or a related field or the equivalent level of professional experience</li> <li>2. Evidence of relevant continuous professional development (desirable)</li> </ol> <p><b>Skills, Knowledge &amp; Experience</b></p> <ol style="list-style-type: none"> <li>1. At least 3 years experience of office work and administration in a busy work environment</li> <li>2. A high level of integrity, well organised and professional outlook.</li> </ol>

## Advisory Centre for Education Job Description

	<ol style="list-style-type: none"> <li>3. Ability to type 50 wpm and produce high quality reports</li> <li>4. Experience of managing a computer network and providing ICT support.</li> <li>5. The ability to communicate information in a clear, concise and meaningful way for different audiences.</li> <li>6. Experience of effective teamwork and good interpersonal skills.</li> <li>7. Knowledge of the Voluntary and Community Sector and diversity</li> <li>8. The ability to cope with pressure, to work to tight deadlines and in a positive pragmatic manner.</li> <li>9. Strong IT skills (word processing, databases, spreadsheets and email). ACE uses Apple Mac computers, Filemaker Pro and Microsoft Office applications.</li> <li>10. Experience of Office Management (Desirable)</li> <li>11. Experience of working with a computer based finance systems (Desirable)</li> <li>12. Experience of website maintenance (Desirable)</li> <li>13. Experience of supervising staff or volunteers (Desirable)</li> </ol>
<p><b>Core competencies:</b></p>	<p><b>In order to be successful in this role you will be able to demonstrate that you have the following skills and abilities:</b></p> <p><b>Communication</b> - able to get one's message understood by adopting a range of styles, tools and techniques appropriate to the audience.</p> <p><b>Analytical thinking</b> - able to simplify complex problems, processes or projects into component parts explore and evaluate them systematically.</p> <p><b>Managing relationships</b> - able to build and maintain effective working relationships with a range of people. Works co-operatively with others to be part of a team.</p> <p><b>Corporate/strategic thinking</b> – able to take a corporate/strategic perspective.</p> <p><b>Planning and organisation</b> - able to think ahead in order to establish an efficient and appropriate course of action for self and others.</p>
<p><b>Relevant Personal Characteristics:</b></p>	<p><b>So that you personally can succeed in this role, ACE will require the following:</b></p> <ol style="list-style-type: none"> <li>1. An understanding and acceptance of the principles and values of the organisation.</li> <li>2. That you carry out your responsibilities at all times with due regard to the organisation's commitment to</li> </ol>

## Advisory Centre for Education Job Description

	<p>parents, carers, children and young people.</p> <p>3. A commitment to work within the organisation's policies and procedures including confidentiality, quality assurance and equal opportunities and in line with the ACE Charter.</p>
<b>Signed:</b>	<p><b>Postholder</b>.....</p> <p><b>Date</b>.....</p> <p><b>Line Manager</b>.....</p>

\* Subject to change