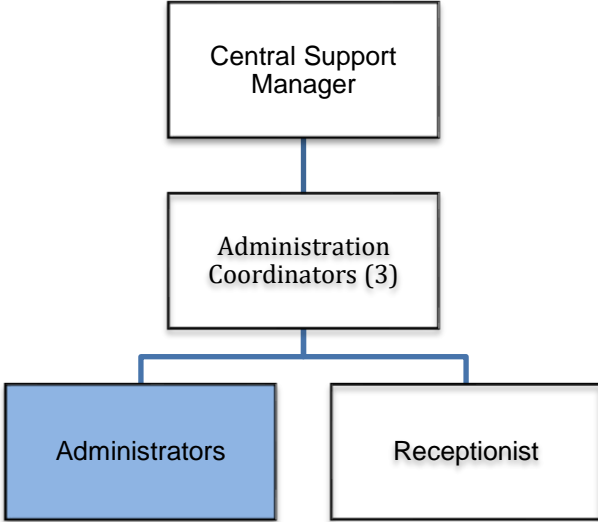


# STEM Learning Limited

1. Role Particulars	
Role Title: Administrator	Reports to: Administration Coordinator
2. Organogram	
 <pre> graph TD     CSM[Central Support Manager] --- AC[Administration Coordinators (3)]     AC --- Admin[Administrators]     AC --- Receptionist[Receptionist]     style Admin fill:#add8e6     style Receptionist fill:#fff     </pre>	
3. Purpose of role	
<p>The main purpose of this role is to assist the Central Support Manager in providing effective administrative support for all programmes and projects of STEM Learning Ltd. The role enables the post holder to gain experience in all aspects of project administration and office tasks.</p> <p>The post holder will work as part of the Central Support Team and directly for the Administration Coordinator and Central Support Manager providing a quality administrative support service for both the internal and external customers of STEM Learning Ltd.</p>	
4. Key Results / Accountabilities expected from role	
<ul style="list-style-type: none"> <li>• To assist and support in maintaining and developing all the necessary administrative processes and procedures for STEM Learning CPD, projects and staff.</li> <li>• To undertake and be responsible for defined areas of the team's work, this being driven by the diverse administrative needs of the business</li> <li>• Liaising with other internal and external departments to provide support when needed.</li> <li>• To provide administrative support and a measurable contribution to the agreed KPIs.</li> <li>• To upload course and event information to our booking system</li> <li>• To provide a courteous and prompt point of contact and signposting for both internal and external enquiries</li> <li>• To ensure tasks are carried out in a timely, accurate and effective manner</li> <li>• Use of in house IT systems</li> <li>• To engage in learning and development activities appropriate to the skills and competences required to fulfil the position</li> <li>• Any other tasks as reasonably required by the Central Support Manager or Administration Coordinator such as providing reception cover for holidays and absences.</li> </ul> <p><b>Successful candidates will demonstrate STEM Learning's values: Sustainable – Innovative – Proactive</b></p> <ul style="list-style-type: none"> <li>• <b>Sustainable:</b> Ensure good practice in delivering performance to ensure customer satisfaction as well as supporting key stakeholders.</li> </ul>	

- **Innovative:** Look to continually improve processes and ideas to ensure work is performed in an efficient and effective manner
- **Proactive:** To be able to work independently and as part of a team to provide excellent customer service and ensure tasks are completed. Use initiative and help provide an efficient service to all stakeholders.

#### 5. Key challenges faced in the role

- Working both autonomously and within a large diverse team
- Communicating effectively with remote colleagues
- Time management and dealing with competing priorities and pressures – ability to manage own workload and also communicate clearly and collaborate effectively with colleagues to maximise outcomes.
- Adaptable to changing priorities and business requirements.

#### 6. Any other information

The National STEM Learning Centre & Network is a key UK resource for supporting STEM teaching and learning through provision of resources, on-line and physical networking and communities and partnership with a wide range of organisations and individuals.

Role holders must be able to provide flexibility of hours enabling occasional support on evenings and weekends by prior arrangement.

#### 7. Experience and Expertise (typical educational qualification and experience)

- GCSE Mathematics and English Grade A – C, or equivalent
- Ability to work remotely from the wider team using your own initiative
- Ability to maintain attention to detail while working to deadlines and managing a varied workload
- Excellent written and oral communication skills, with an ability to interact effectively with a wide range of internal and external stakeholders
- A mature, positive and enthusiastic manner
- Competent IT skills and a willingness to embrace new technologies
- Excellent organisational skills
- Previous experience of office administration will be advantageous
- An appreciation of the education sector will be advantageous

#### 8. Location

Heslington, York

The role is full time (37hrs per week). Role holders must be able to provide flexibility of hours enabling occasional support on evenings and weekends by prior arrangement.