

Account Executive Role

Job Description & Person Specification



Connecting People, Promoting Excellence

Contract: Subject to negotiation - available on a part time or full time basis.
Salary: Band C - £18,426 full-time. Salary would be pro-rata in accordance with contract terms agreed.
Job Reference: LF040121AE
Closing Date: 18th January 2021

A new and exciting opportunity has arisen for an account executive to join Learners First, a successful Teaching School partnership based in South Yorkshire.

Due to recent significant growth we are seeking an enthusiastic and reliable account executive to provide efficient, effective and professional support within this vibrant and forward thinking organisation. The role will be challenging yet rewarding and will require the successful individual to undertake key administrative and project management related duties associated with key aspects of the organisation.

A proven ability in providing exceptional administrative support is essential and, due to the nature of the role and the organisation, an ability to use initiative and work independently as well as to follow instruction and work as part of a team is imperative. The successful candidate will be an excellent communicator, thrive under pressure, resourceful and highly organised with a positive 'can-do' attitude and a good sense of humour. The ability to form good working relationships with schools and their leaders, be solution focussed and liaise confidently with a wide range of people whilst maintaining confidentiality are all fundamental aspects of the role.

A flexible approach to work, excellent ICT skills and a strong command of the English language (spoken and written) are prerequisites of this new and exciting role. The successful candidate will also have a keen eye for detail, be committed to producing work of the highest quality, and importantly, display a high level of commitment to the role and the endeavours of the organisation. They will be committed to their own professional development and the growth of the organisation. As such, professional development and progression opportunities will be available

It is an exciting time to join the Learners First team and applications are welcomed from individuals who have a keen interest in working within the education sector and contributing to improving the outcomes and wider life chances of children and young people.

Completed applications should be returned by email or post by 4.00pm, 18th January 2021 to:

Mr D Ashmore
Business Director
Email: dashmore@learnersfirst.org
Post: Learners First Schools Partnership, c/o Wickersley School & Sports College, Bawtry Road, Wickersley, Rotherham S66 1JL

Job Description

Main Purpose: To provide effective, efficient and professional support and undertake key operational duties in relation to key areas of Learners First activity, with a particular focus on Initial Teacher Training in the first instance. The work may involve responding independently to unexpected situations which require the use of initiative.

Key Responsibilities:

- Provide a high standard of operational support to identified key areas of Learners First activity.
- Support the administration and general day to day running of programmes, events and CPD activities using the appropriate internal and external systems.
- Support the recruitment of participants to programmes and events.
- Ensure accurate records are maintained through the use of central electronic systems, producing reports and statistics where necessary.
- Maintain effective data collection systems relating to participant and school attendance and engagement ensuring that confidentiality standards are maintained in accordance with safeguarding, GDPR and data protection guidelines.
- Maintain effective and professional channels of communication with internal and external stakeholders as appropriate.
- Arrange, prepare, and take minutes of meetings and events, as required.
- Ensure that best value for money is obtained for the procurement of services and facilities for all Learners First activity.
- Maintain professionalism and confidentiality at all times.
- Ensure materials and resources (both hard copy and electronic) are prepared and produced in a timely and professional manner and communicated appropriately so up to date information relating to the Learners First offer is always available.
- Deal with any general queries promptly, professionally and efficiently.
- Liaise with members of the Learners First team, school delegates and, where appropriate external stakeholders, to support the operational and day to day running of key activities.
- Act as an initial point of contact responding professionally and efficiently to incoming calls, emails and visitors to ensure all queries and enquiries are dealt with appropriately and to a high standard.
- Collect, collate and word process any handwritten materials from courses and events on behalf of the course tutors and delivery teams, ensuring that electronic copies are retained and filed appropriately.
- Ensure the Learners First leadership team is promptly provided with summative feedback/evaluations and notified of any areas for action.
- Be willing to undertake any other reasonable tasks required within the grading level of this post.

This is an exciting new role within the team which offers the successful candidate the opportunity to develop professionally and potential progression opportunities within the organisation. We believe it would be suited to someone who is able to meet the person specification below but, importantly, is also able to demonstrate they have a positive, can-do attitude and will be a keen, enthusiastic, team player who is willing to learn and help shape the role going forward.

Person Specification

	Essential	Desirable	Method of Assessment
Qualifications	<ul style="list-style-type: none"> • A relevant NQF Level 3 qualification e.g. AS and A levels, NVQs Level 3, Applied A Levels, BTEC First Certificates and Diplomas, or NQF Level 4 Certificates of Higher Education 	<ul style="list-style-type: none"> • Degree level qualification • Qualifications in business administration or related activity 	Application Certificates
Experience	<ul style="list-style-type: none"> • Experience of providing effective administrative support for events, programmes • Effective communication (both written and oral) • Experience of customer services and relationship management. • Experience of identifying risks and suitable alternative courses of action • Experience of leading small scale projects through from design using your own initiative through to successful implementation 	<ul style="list-style-type: none"> • Project management experience and/or experience of the use of administrative systems with demonstrable impact • Working knowledge of school administration systems 	Application Interview References
Knowledge & Skills	<ul style="list-style-type: none"> • Ability to prioritise and work to deadlines • Good interpersonal skills • Excellent ICT Skills • Good command of social media and experience of using a range of social media platforms in a professional capacity • Ability to produce detailed written information to communicate information, ideas and opinions • Ability to gather information from a range of sources to understand situations and problems • Ability to analyse and interpret information to identify important issues and successes 	<ul style="list-style-type: none"> • Working knowledge of CPD practices • Knowledge and understanding of the role of teaching schools • Knowledge of the key principles of project management 	Application Interview References
Personal Qualities	<ul style="list-style-type: none"> • Excellent communicator (written & oral skills) • Approachable, conscientious, honest and reliable • Self-motivated and ability to use initiative and organise own daily workload • Professional manner at all times • Ability to remain calm in 'difficult situations' • Responds independently to unexpected problems and situations • Contributes clearly and effectively to discussion with others • Ability to form effective working relationships quickly to deliver added value to the team and service • Good sense of humour • Team player 		Application Interview References
Motivation & Expectation	<ul style="list-style-type: none"> • Excellent work ethic with a high level of professional pride • Commitment to working across a partnership of schools for the benefit of learners 	<ul style="list-style-type: none"> • Willingness to undertake further training as required 	Interview
Work Related Circumstances	<ul style="list-style-type: none"> • Flexible approach to meeting the needs of the role • Good attendance record in current/previous employment • Good health record, no serious health problem which is likely to impair or impact upon job performance, i.e. one that cannot be accommodated by reasonable adjustments. • Criminal records check at standard level 	<ul style="list-style-type: none"> • A current UK driving license and access to own transport in order to travel to schools as and when necessary. 	Application Interview References CRB