



## **Administrator**

The Diocese of Norwich Education and Academies Trust (DNEAT) are looking for a keen Administrator, with excellent communication skills, to join our small friendly central team. DNEAT is a large and growing multi academy trust serving predominantly primary schools across Norfolk (approx. 1000 staff members and almost 6000 young people across 36 academy sites). Our academies, open to those of any religion, and of none, are united in their approach to education which is rooted in Christian values and mutual support. The Trust values are: *Community, Courage, Kindness, Wisdom*.

This position will play an important and integral role in supporting the organisational strength of our Trust. You'll be a proactive team member acting as a first point of contact for internal and external queries. This is an administration position filled with variety including involvement in the Trust's broader work, projects and events (in person and digital) which focus on and around academy improvement.

You'll have an approachable manner, be a strong communicator ready to build good working relationships with a range of stakeholders. Working with the PA to the Executive Office you'll provide efficient, flexible and high quality administrative support for the Trust central team.

A good general education including a minimum of 5 GCSEs grade C and above including Mathematics and English (or equivalent) is required together with an excellent working knowledge of Microsoft Office packages and confident in the use of IT is essential. The role carries a salary of £22,508 – £26,796 (dependent on experience/current qualifications) per annum for the right person.

Application forms can be found on the DNEAT website ([www.dneat.org](http://www.dneat.org)) and are to be submitted to Wendy Allsop ([wendy.allsop@donesc.org](mailto:wendy.allsop@donesc.org)).

**We reserve the right to close the advert once sufficient applications have been received.**

*DNEAT is committed to safeguarding and promoting the welfare of children and young people, and expects all staff and volunteers to share this commitment.*

*All staff appointments are subject to satisfactory references and enhanced Disclosure and Barring Service checks. We are an equal opportunities employer.*

## THE DIOCESE OF NORWICH EDUCATION AND ACADEMIES TRUST(DNEAT)

**JOB TITLE** Administrator

**SALARY** £22,508 – £26,796 (Band B DNEAT central staff) Benefits

Contributory pension scheme

**Working Hours** 37 hours per week  
24 days holiday per annum (plus statutory public and Bank Holidays and discretionary holiday over the Christmas and New Year period)

**Office Location** Hybrid working arrangement - At present main office will be Easton House / Diocesan House, 107 / 109 Dereham Road, Easton, Norwich, NR9 5ES

**Responsible to** PA to the Executive Office

### **The main purposes of the job**

To provide effective administration support to the central DNEAT team, working with the PA to the Executive Office, enabling them in turn to provide the best service to the Trust's academies.

Contribute to a customer focused service culture that exceeds the expectations of customers and staff with a "can do" approach.

### **Safeguarding**

The safety and wellbeing of our children is central to our ethos and we expect all staff and volunteers to share this commitment. Successful applicants will be required to provide references and undertake the Independent Safeguarding Authority check including an enhanced Criminal Records Bureau disclosure and comply with the Safeguarding Policy and child protection practices of DNEAT

## KEY RESPONSIBILITIES

**Provide/support the administration** of all processes relating to current academy procedures including Ofsted/DfE requirements. General administrative duties including:

- Provide ongoing office cover
- Answer the telephone, sort and process incoming and outgoing mail
- Managing own email and shared inbox
- Photocopying, lanyard printing
- Prepare and modify documents including correspondence, reports and emails
- Action and maintain office supply inventories (stationary/printer consumables etc)
- Maintain electronic and hard copy filing system
- Receive and direct visitors and clients as well as general hospitality and room bookings/set up to support meetings
- Organise meetings as required

**Be a point of contact/communication** with key stakeholders including:

- Collate, manage and develop the internal termtime weekly e-newsletter (eComms)
- Action Trust website updates as appropriate e.g. news stories, Trust vacancies, other key updates
- Working to ensure messages are consistent and well communicated/ documented
- Run and develop Trust wide initiatives as needed e.g. leavers' books/Trust Christmas card

**Coordination and facilitation** of DNEAT's Trust wide internal training events programme (approx. 100 events – both in person and digital delivery) including:

- Scheduling of programme year on year
- Liaison with providers/venues around dates, preparation and all associated requirements including purchases orders/service level agreements
- Encouraging/following up and monitoring delegate attendance
- Maintenance and development of (website) Resources Hub; timely and organised collation/upload of multimedia resources
- On site and/or digital support of events as required

### Data handling

- Data input at regular intervals as needed to support the Trust Data Lead and reporting requirements
- Collation, analysis and reporting of events attendance and feedback and other academy data (e.g. exclusions) contributing to Trust Board level reporting (in accordance with any legal requirements and expectations of the Trust)

### To work closely as a team...

- With the PA to the Executive Office, to support the Trust central team/ Academy Improvement Team as needed to accommodate changing priorities i.e. Ofsted inspections
- Provide some focussed administrative support for Trust extended SLT members as required e.g. Trust Data Lead, Professional Lead for New Schools

### Personal Development

- Undertake appropriate and regular training and development to maintain knowledge and improve practice
- Participate in regular performance management

### Culture and ethos

DNEAT has been established to provide excellent education for children and young people helping all to have high aspirations and to achieve of their best both academically and in preparing themselves effectively for life in modern multi-cultural Britain.

Our focus is on serving the local community and enabling our family of academies to work effectively together with staff who:

- Promote and demonstrate the Diocese's vision and values in all aspects of work

- Treat everyone as a valued individual who is loved by God
- Work collaboratively to continuously develop the concept of family across the Trust and its academies
- Promote and demonstrate a culture of continuous improvement which includes keeping abreast of educational developments and best management practice.
- Recognise the importance of serving the wider community and promoting inclusivity

*This job description is not an exhaustive document. It is a reflection of the duties and responsibilities applicable at the time of issue. Details and emphasis are subject to amendment and revision in the light of the changing needs of the Diocese of Norwich Education and Academies Trust (DNEAT).*

**Key Working Relationships include Internal:**

- DNEAT and DoNESC/St Benet's MAT staff teams
- Education Department staff
- Diocesan staff

**External:**

- Academy staff including headteachers and governors
- Various venues, suppliers and contractors
- Norfolk County Council

<b>PERSON SPECIFICATION</b>		
<b>Education, Qualifications &amp; Experience</b>	<b>Desirable</b>	<b>Essential</b>
GCSE or equivalent in English and Maths		Y
Level 3 qualification or equivalent (e.g. A levels, NVQ3)	Y	
Experience of working in a busy office (or similar business environment)		Y
Experience of using/maintaining website and/or databases	Y	
Experience of event organisation/management	Y	
Experience using Zoom/MS Teams and/or other digital hosting platforms	Y	
Working as a member of a team	Y	
<b>Knowledge, Skills &amp; Aptitudes</b>	<b>Desirable</b>	<b>Essential</b>
Excellent IT skills, using Microsoft Office (Word, Outlook, Powerpoint, Excel including tables) and good typing level/speed		Y
Good communication skills; listening, written (business English) and verbal(including good telephone manner)		Y
Demonstrable interpersonal and customer service skills and the ability to deal with people at all levels		Y
Keen attention to detail, accuracy and thoroughness in all aspects of the work		Y
High standard record keeping skills and the ability to work methodically		Y
<b>Personal Attributes</b>	<b>Desirable</b>	<b>Essential</b>
Able to respond effectively to changing priorities and manage a high volume workload		Y
Able to work under pressure to meet targets and deadlines (time management/prioritisation)		Y
Have an openness to learning and change and a positive attitude to personal development/training		Y
Calm and professional disposition		Y
Self-motivated and enthusiastic		Y
Able to work effectively with minimal supervision		Y
Willing to accept responsibility		Y
Logical and systematic in work processes and approach		Y
Be able to maintain confidentiality		Y
Have good interpersonal skills		Y
Supportive of the aims and purpose of the Church of England and the Diocese of Norwich/Trust (as per our values and ethos)		Y
Clean driving licence and use of own transport		Y