

Post	Administrator
Hours per week	35 hours per week, Monday to Friday
Contract Type	12 month fixed term contract
Salary	£24,000 per annum
Location	Westway Trust, 1 Thorpe Close W10 5XL

An exciting role has arisen to join a community-guided organisation, with an ambitious and exciting vision, in the heart of Portobello, West London.

Westway Trust is a charity that was established to steward the 23-acres of space under the Westway flyover and works together with the local community to enable North Kensington to thrive. We dedicate ourselves to the social, environmental and economic wellbeing of this vibrant community. To deliver our ambitions we work with over 60 member organisations ranging from community groups and residents' associations to schools and sports clubs, as well as other local groups and people.

The estate is home to more than three acres of public green space, about 120 tenants including more than 20 charities and non-profit organisations, two sports and fitness facilities, 48 light industrial units, 34 offices, 32 retail units, a children's play-centre, amateur boxing club, community facilities, markets and a skate park.

By working with local people, we want North Kensington to continue to be a place where everyone has the opportunity to be physically active; participate in arts and culture; get the economic opportunities they deserve; and live in a green and healthy environment.

Job Purpose

You will be a highly motivated and experienced Administrator providing responsive and efficient administrative support to the Learning Team and its activities as directed by the Learning Team managers and Head of Community Initiatives. You will also proactively assist in finding solutions with team members and service users.

Principal Accountabilities

Administrative Support

- Undertake administrative duties as directed by Learning Team managers and Head of Community Initiatives.
- Maintain information on records and databases as required.
- Produce word-processed letters, reports, action sheets and documents as necessary.
- Take minutes at meetings as required.
- Assist with administrative tasks for project planning.
- Administration associated with accreditation and awarding bodies as required.
- Process new courses and projects, amendments and cancellations as directed.
- Carry out administrative duties in relation to registers, course documentation and course evaluations data.
- Resolve outstanding queries and incorrect course information from data mismatch reports.
- Assist with promotional tasks such as mail-outs and outbound progression calls, blog posts, updating the website, social media and promotional events/open days.
- Process criminal record checks (DBS) for staff and volunteers.
- Process credit card statements.
- Assist with events as required.
- Maintain departmental filing.
- Provide support to the Learning and Outreach Officer as required.
- Provide administrative support to other departments as required.

Client Assistance

- To respond to phone enquiries promptly and appropriately, answering general queries and forwarding calls to other departments when required.

- To respond to general email enquiries promptly and appropriately, striving for first contact resolution.
- To respond to in person queries professionally and helpfully.

Other

- Attend relevant training events and meetings as required.
- Promote equality and diversity, health and safety, safeguarding, quality and an outstanding experience for service users and colleagues.
- Provide cover for other staff as appropriate and as required.
- Promote our mission, vision, strategic objectives and values.
- Any other duties as appropriate to the role.

<h3>Person Specification</h3>

Skills/Experience required

- Proven administration experience, preferably in an education context.
- Have effective paper and computer data organisational skills.
- Experience of working in a customer-focused organisation.
- Must have good IT skills, including MS Office Word, Excel and Access.
- Experience of effectively prioritising to meet demands.
- Experience of working with a high level of accuracy.
- Understanding of working within GDPR legislation.

Knowledge/Qualifications/Attributes required

- Can proactively support a service user or colleague who needs help.
- Are flexible and open to and adapt to new ideas.
- Can take the initiative to get things done.
- Able to make suggestions for continuous improvement.
- The ability to communicate professionally and work in a collaborative way.
- Connection to or significant understanding of the local area and its social, cultural and political heritage would be highly desirable.
- Commitment to living out the Westway Trust values including placing the community at the centre of all we do.
- Demonstrable understanding of, commitment to, and promotion of equality of opportunities, diversity and inclusion.

The ideal candidate will demonstrate the Trust's Values – Courage, Equity, Integrity, Openness and Sustainability – at all times in their work and behaviours.