



Job Description: Centre Administrator

Responsible to: Head of Centre

Hours: 9.00-4.30 Mon-Fri

Location: 7 Edith Walk, Malvern, WR14 1BT

Main purpose of job

A pivotal role creating a welcoming first impression whilst delivering efficient administrative support to the team, to ensure the smooth operation of the Centre.

Responsibilities

- Serve as the first point of contact providing professional communication with all visitors and stakeholders.
- Provide effective administrative processes for formal referrals from local authorities ensuring all deadlines are met.
- Handle student admissions and liaise with appropriate partners for enrolment, off-rolling, and attendance.
- Input data into the Management Information System (MIS), e.g. Arbor
- Coordinate EHCP annual review meetings, ensuring all administrative deadlines are met.
- Support the Head of Centre in extracting data from systems and producing reports to a professional standard.
- Administer online systems and applications and provide staff with required logins.
- Communicate with IT providers regarding IT equipment setup, troubleshooting, and system administration and liaise with staff, as necessary.
- Liaise with the team to create quality termly newsletters and other promotional material as required.
- Support with recruitment, including new staff inductions and staff starter/leaver administration.
- Under the instruction of the Head of Centre, arrange staff CPD and regular audits.

- Maintain the Single Central Register (SCR) ensuring compliance.
- Liaise with the Finance Director on payments; update financial applications such as Dext and Pleo. Track spend per student.
- Support with the administration of utility accounts.
- Communicate with external contractors for annual Health & Safety checks, carry out internal H&S checks with the H&S Officer, and liaise as necessary to ensure regular cleaning and maintenance is carried out at the Centre, as necessary.
- Liaise with the landlord for the premises on any issues as required.
- Support the administration and maintenance of the Centre's policy management schedule.

General

- Monitoring and purchasing office/student supplies as required.
- Coordination and support with the planning of events throughout the academic year.
- Maintain online and physical filing systems as appropriate.
- Maintain BTGM website updates as directed.
- Be familiar with, and adhere to, company policies and procedures such as safeguarding and data protection as an example.

This job description is not exhaustive and as a term of employment you may be required to undertake such other duties as may reasonably be required at the direction of the Head of Centre.

Qualifications and Experience (Person Specification)

You will be a person of integrity, capable of maintaining confidentiality, and supporting colleagues in a dynamic environment, cultivating a positive and supportive atmosphere. You must be well organised, flexible, and able to prioritise and manage a demanding workload. Strong communication skills, attention to detail, and a willingness to learn and adapt to changing priorities are essential.

Essential skills, experience, and attributes

- Excellent organisational and administrative skills.
- Strong verbal and written communication skills.
- Proficiency with Microsoft 365 and confident in using varied applications.
- Ability to maintain confidentiality and handle sensitive information discreetly.
- Empathy for young people with a range of needs, including challenging behaviour.
- Professional attitude and appearance.

- Flexibility and resourcefulness, with a customer service focus.
- Sense of humour and willingness to undertake additional training.

Desirable skills and experience

- Experience in an educational environment or working with young people with SEND.
- Knowledge of financial systems.

All staff through their behaviours and actions will ensure that our approach and work with young people, families, partnerships and employers are respectful of individual needs and differences including those characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion and Belief, Sex and Sexual Orientation).

Bridge the Gap Malvern and all its services are committed to safeguarding and promoting the welfare of children and young people, therefore all workers and employees within Bridge the Gap Malvern are expected to share this commitment.

This post is exempt from the Rehabilitation of Offenders Act 1974 and the amendments to the Exceptions Order 1975, 2013 and 2020. You must disclose all convictions irrespective of whether they are spent or not.

We are an equal opportunities employer. Our Equality & Diversity Policy is available on our website www.bridgethegapmalvern.com