



**North East
Learning Trust**

**Applicant information pack
Quality Assurance Administrator**

Quality Assurance Administrator

Required as soon as possible

Grade 2, SCP4 – SCP6

£24,404 – £25,183 per annum

Permanent, 37 hours per week

Working for North East Learning Trust means joining one of the most successful and ambitious education trusts in the country and one of the largest school networks in the region. Our vision is simple and shared by all staff – that every child experience excellence every day – as part of the Trust Head Office team you will play in important role in supporting front line staff to deliver outstanding outcomes for children across our region. As we continue to expand, this is a great opportunity for you to grow and develop.

We are looking to appoint an Administrator to join our dedicated Quality Assurance Team. You will be based at our Head Office in Peterlee with some occasional travel to schools within the local area. As Quality Assurance Administrator your role will be to work with the Governance Manager and ensure that the administration operations across the team and head office always run smoothly. Your role will be to prepare letters and agendas, clerk minutes at meetings, undertake data entry into spreadsheets and trackers, answer and respond to telephone queries and ensure the reception gives a positive first impression and provides excellent customer service to visitors and Trust staff.

The successful candidate will:

- Have a strong team work ethic
- Have a friendly, positive and professional outlook
- Have a proven administrative background
- Have the ability to work under pressure and at times alone
- Have excellent organisational skills and time management skills
- Be an excellent communicator
- Understand the importance of accuracy and attention to detail

We can offer:

- Excellent working environment and ethos
- National Terms and Conditions of Employment (NJC Green Book)
- Access to the Local Government Pension Scheme
- Generous 32 days holiday entitlement, plus 8 days public holidays
- One paid Wellbeing Day per year
- Free on-site car parking
- Lifestyle savings and range of discounts from top retail brands
- Discounted gym membership



- Employee Assistance Programme offering free confidential advice and counselling services for staff and their family members

Closing Date:

Friday 7 March 2025

Interviews will be held on Thursday 13 March 2025.

How to apply:

Application packs can be downloaded from our website.

Application forms should be returned to humanresources@nelt.co.uk or by post to North East Learning Trust, Human Resources, Traynor House, Traynor Way, Whitehouse Business Park, Peterlee. SR8 2RU.

For an informal discussion or further information, please email Joanne Barker, Governance Manager at joanne.barker@nelt.co.uk

We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and we expect all staff to share this commitment. All posts will be subject to receipt of satisfactory enhanced DBS disclosure, medical and reference checks. All pre-employment checks are in line with "Keeping Children Safe in Education" and the Trust's Safeguarding Policy which is available on our website.



Job description

Post: Quality Assurance Administrator
Responsible to: Governance Manager
Salary Band: Grade 2, SCP4 – SCP6

Job Purpose:

To provide administration support, primarily to the Quality Assurance Team and provide a reception service to support Head Office and the wider Trust community.

Duties and Responsibilities:

To provide the highest levels of administrative support and customer service as part of the Governance team including:

- Preparation of agendas, invites, letters and templates for governance related meetings such as local academy council meetings, school admissions queries and pupil discipline panels
- Clerking minutes at meetings within and outside of the school day, for example, local academy council meetings that take place after school.
- Updating Trust trackers relating to, for example exclusions, complaints and data protection
- Proofreading letters
- Responsibility for sending post from the governance teams
- To answer the telephone and answer queries or pass queries to the governance team
- To support the admissions appeals process by coordinating documentation and setting up Teams meetings
- To support with Quality Assurance Team hospitality arrangements
- Distribute incoming mail and organise outgoing mail.
- To ensure the smooth running of the reception and meeting visitors in a professional, friendly and courteous manner, ensuring safeguarding procedures are followed.
- To carry out clerical duties as required, including administrative support for other departments.

General:

- To complete the Business Administration Apprenticeship – Level 3 (where required).
- To attend any in house training and college as and when required.
- To develop a good working relationship with colleagues.
- To work within North East Learning Trust's Vision, Mission and Professional Behaviours.



The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Health and Safety:

It is the responsibility of individual employees at every level to take care of their own health and safety and that of others who may be affected by their acts at work. This includes co-operating with the Trust and colleagues in complying with health and safety obligations to maintain a safe environment and particularly by reporting promptly and defects, risks or potential hazards. Specifically:

- To report any incidents/accidents and near misses to your line manager
- To ensure own safety and safety of all others who may be affected by the Trust's business

Safeguarding:

The Trust has a Child Safeguarding policy and procedure in place and is committed to safeguarding and promoting the welfare of all its students, each student's welfare is of paramount importance to us and you are expected to share this commitment. All staff will fully comply with the Trust's policies and procedures, attend appropriate training, inform the Designated Person of any concerns, record any potential safeguarding incidents appropriately.



Person Specification

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	Essential	Desirable
Education/training	<ul style="list-style-type: none"> At least 5 GCSEs including Maths and English at grades 9-4 / A-C or equivalent A commitment to learning and training 	<ul style="list-style-type: none"> Level 2 in Business Administration
Experience	<ul style="list-style-type: none"> Experience of working in a busy administrative role Experience of planning and organising own workload Experience of undertaking administration tasks and duties 	<ul style="list-style-type: none"> Experience of working in an educational setting Experience of supporting a multi-disciplinary team Experience in a reception role Experience in a customer service role
Skills, Knowledge and Aptitude	<ul style="list-style-type: none"> Excellent communication skills both written and verbal Excellent organisation and time management skills Good IT skills and some knowledge of Office 365 and Teams Clear understanding of the importance of confidentiality Attention to detail and accuracy of work Able to prioritise workload Able to work well under pressure and meet deadlines. 	<ul style="list-style-type: none"> Some understanding of safeguarding and child protection, as well as data protection and confidentiality Knowledge of the data protection act
Personal qualities	<ul style="list-style-type: none"> Self-motivation Reliable Proactive High levels of honesty and integrity Positive and professional attitude Flexible approach to work Works well within a team Friendly and approachable Committed to the principles of equality and diversity 	

References:

References will be requested prior to interview, except for non-teaching roles where there are exceptional circumstances, and the applicant does not give consent to do so on the application form.

DBS:

North East Learning Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

An application for a DBS certificate will be submitted for all candidates once they have been offered the position. For posts in regulated activity, the DBS check will include a barred list check. During the recruitment process, any offences, or other matters relevant to the position will be considered on a case-by-case basis.

Any offer of employment will be subject to receipt of a satisfactory DBS Enhanced Disclosure.

Pre-occupational health:

Pre-occupational health check is an essential part of the selection and recruitment process to assess if any reasonable adjustments are required.

Equal opportunities:

We are an equal opportunity employer. We want to develop a more diverse workforce and we positively welcome applicants from all sections of the community.

Applicants with disabilities will be granted an interview if the essential job criteria are met.

