

Job Title: Schools Programme Administrator
Date: April 2023
Accountable to: Head of Schools
Location: Albemarle Street
Contract type: Part time, 14 hours per week
Salary: c. £23k FTE (£9,200 pa)

Job Purpose

With support from the Schools Programme Coordinator, to administer the sales and bookings of the Science in Schools (SiS) programme, providing operational support to ensure the effective delivery of this programme.

Main responsibilities of the role

- Act as the main contact for new school bookings, ensuring a timely response to booking enquiries
- Provide excellent customer service for new and existing SiS schools to grow revenue and increase repeat bookings
- Deliver effective administration for SiS bookings, ensuring accurate invoicing and credit control
- Coordinate the scheduling and processing of freelance presenters/contractor bookings, facilitating effective communication between teams
- Ensure the effective and efficient capture of data and contribute to the preparation of monitoring and other reports

General responsibilities applicable to all staff

- Understand and support the vision, mission and aims of the Ri.
- Maintain awareness of your own and others' Health and Safety, and comply with the Ri's Health and Safety policy.
- Adhere to and champion the Ri's policy and practices on Safeguarding.
- Adhere to comply with all Ri policies relating to the Data Protection Regulations 2018
- Encourage team working and effective communication with colleagues.
- Act as a representative of the Ri and deal with Ri customers, stakeholders and the public in a professional manner at all times.
- Comply with Ri financial and other policies and practices as applicable.
- Undertake other responsibilities as may be reasonably requested of your post.

Person Specification

Skills, experience and knowledge
 Essential (E) Desirable (D)

• Customer service/admin experience	E
• Excellent telephone manner and an ability to communicate effectively to a range of audiences	E
• Excellent administration and organisational skills	E
• Excellent communication and customer service skills	E
• Good working knowledge of Microsoft Office (particularly Outlook, Word, Excel and Teams), with a willingness to learn and use new systems.	E
• Experience of working in the charity sector	D

Qualifications

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| • GCSE Maths and English grade A-C or equivalent | E |
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Personal Attributes

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| • Excellent interpersonal skills with proven ability to work collaboratively. | E |
| • Ability to find pragmatic solutions, seek improvements, and adapt to changing situations. | E |
| • Ability to present information, verbally and in writing, in a clear and concise manner, with excellent attention to detail. | E |
| • Positive “can do” attitude and willingness to support others where needed. | E |
| • Ability to multi-task and work in a fast-paced environment. | E |
| • Committed to the principles of equal opportunities and diversity | E |
| • An understanding of the Ri’s mission and activities | D |

This job description will be subject to review in the light of changing circumstances and is not intended to be rigid or inflexible but should be regarded as providing guidelines and accountabilities within which the individual works.