

## Potential Plus UK Job Description

**Job Title:** Administration & Systems Officer

**Reporting to:** Chief Executive Officer

**Salary:** £26,500 within a salary band of £26,500 to £28,000 (full-time 5 days per week, 12 months' fixed term contract in the first instance)

**Some flexible working:** This role is primarily office-based in Milton Keynes. Some hybrid-working can be agreed with line manager as practical.

### Main objectives of the role

Please note: these will be confirmed on appointment and reviewed annually

- Providing the main administrative cover at the Milton Keynes head office.
- Organising, scheduling and participating in handling initial enquiries via the main office telephone line and amazing.children email.
- Ensuring the smooth operation and development of all Potential Plus UK's administration systems.
- Quality controlling the administration systems.
- Line managing other members of the team (to be agreed upon appointment).

### Main responsibilities for all employees

1. To keep up to date with statutory and best practice in safeguarding and child protection procedures, ensuring that all members of the charity's community are aware of these, understand their roles and are confident to take action as needed.
2. To liaise effectively with colleagues, parents, schools, colleges and young people to secure excellent outcomes and well-being for young people with high learning potential.
3. To support and implement the strategic aims and all aspects of policies and procedures.
4. To develop best practice in the provision for all high potential learners, including the disadvantaged and disengaged, those with dual or multiple exceptionalities, and English as an additional language, and children from minority groups.
5. To model high standards of professional behaviours and attitudes at all times.
6. To identify the professional learning you need to achieve excellent outcomes, and to monitor the impact to ensure you excel in the role.

## Main responsibilities for the Administration & Systems Officer

- To both take the lead, and organise administrative cover, in the main office in order for the charity to deliver its services effectively.
- To organise all office administration, including, but not limited to, monitoring stationery and printing, arranging the secure shredding of documents, and coordinating the equipment needs of staff and volunteers who are working remotely.
- To coordinate with OU staff and security regarding access passes, keys, fire drills etc.
- To organise the scheduling of, and take a lead role in, the answering of initial enquiries via the main phone system, which uses VOIP.
- To take the lead on the coordination of internet (Mifi) in the Milton Keynes office and phones system (8x8) and their quality control.
- To coordinate the answering of enquiries via the amazing.children email with all members in the administration team.
- To provide and coordinate with other members of the administration team administrative support for all Potential Plus UK's services.
- To coordinate with the charity's IT Support Provider (Network & Security – N&S) on all matters, such as new laptop set-up for employees, new email set-up, Spam problems, MFA, reporting and chasing any issues.
- To quality control the Sharepoint Teams permissions access and N&S service delivery.
- To develop a deep understanding of the administration systems used by the charity, their functionality, and their inter-connectivity.
- To take the lead on understanding, developing, improving, coordinating and quality controlling the functionality of all aspects of the YourMembership platform.
- To coordinate and quality control the website functionality, maintenance, hosting and service provided by the website support company (currently Fifteen Design Ltd).
- To work effectively with the Community Information Coordinator, who is responsible for the curation of the website content.
- To hold, or gain, a first aid certificate.
- To maintain and update on an agreed regular basis the risk assessments for all Potential Plus UK's activities.
- To work effectively with the Administrative Assistant and other members of the team on all aspects of administration and systems.
- To undertake any other duties that may be reasonably required.

**The successful candidate will possess some the following:**

	Essential	Desirable
Qualifications & training	<ul style="list-style-type: none"> <li>• At Level 2, the equivalent of Grade C/5 or above in Mathematics and English Language</li> <li>• Recent professional learning which shows a commitment to own development</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant professional qualifications</li> <li>• First Aid qualification</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Coordinating interlinked administration systems</li> <li>• Quality controlling administration systems</li> <li>• Handling calls</li> <li>• Prioritising a varied workload for maximum impact</li> <li>• Working with multiple stakeholders simultaneously</li> </ul>	<ul style="list-style-type: none"> <li>• Developing and testing administration systems</li> <li>• Working as part of a small team</li> <li>• Working in the charity sector</li> <li>• Handling calls from parents/carers</li> <li>• Handling calls when the caller is in distress</li> <li>• Working with a neurodiverse community</li> <li>• Lived experience of being or parenting a high potential learner</li> </ul>
Qualities & skills	<ul style="list-style-type: none"> <li>• Highly organised, efficient, methodical, with good attention to detail</li> <li>• Good IT skills (including use of Word, Excel, Outlook and Teams/Zoom)</li> <li>• Excellent communication skills</li> <li>• A 'can do', solution-focussed attitude</li> <li>• Ability to work under pressure when needed</li> <li>• Effective time management</li> <li>• Excellent collaboration skills</li> <li>• Empathy with young people with high learning potential and their families</li> <li>• Commitment to Equal Opportunities and valuing diversity</li> </ul>	<ul style="list-style-type: none"> <li>• Desire to learn and apply new skills</li> <li>• Working knowledge of database administration and Wordpress / content management systems</li> </ul>

Potential Plus UK  
November 2023