**Administration Officer - Education, Training & Talent**

**Salary range £18-23k (FTE)**

Background

We are proud of our heritage and have been supporting people working in the printing industry since 1827. We have a Royal Warrant and HM The Queen is our Patron. The industry has grown beyond recognition since then with advances in printing, packaging and publishing few could have imagined. Today the UK is the world’s fifth largest producer of printed products, with an estimated 8,600 companies delivering £13.5 billion of turnover and employing over 122,000 people. And yet, despite such innovation and growth our charitable aims of promoting independence, protecting dignity and furthering education are as important today as they have always been. To meet the needs of those we help, we provide financial and practical assistance to people from the sector, and work strategically with industry partners to attract and retain future talent.

Education, Training & Talent is a strategic pillar of the charity and includes our work with industry partners to help retain and attract the future talent necessary to secure a positive future for the industry we represent and achieve our charity objective of education of printers and their dependents.

Role outline

The Education, Training & Talent Admin Officer is responsible for supporting the ET&T Manager in delivering wide-ranging programmes which help to attract and retain the current and future talent within the print, publishing and packaging industry. Essentially, the core focus of the role is to provide administrative support to ensure the smooth management of our partners and activities.

We operate against a background of a rapidly changing industry with skills and resources declining and a decreasing awareness of the current and future potential with the print, packaging and publishing industry. This role is responsible for the administration of our ET&T programmes as we drive new initiatives to help support our work, most notably implementing a new CRM system.

Main duties

The main focus of the role is to provide administrative and telephone support to our partners and the people we help. Although not exhaustive, the core elements to the role include:

* Help to implement CRM system and maintain accurate grants records and applications
* Run reports and MI on activities (primarily via CRM)
* Ensure there are accurate accounting procedures in place with finance team
* To be responsible for all telephone and written communications with applicants and grantees and dealing with these in a professional, responsible and timely manner
* To provide regular updates on our programmes to the ET&T Manager and SMT
* To ensure full compliance with the requirements of the Data Protection Act
* Keep an accurate calendar of events and timing for reporting on progress with initiatives
* Create and maintain an overall plan of activities within the ET&T portfolio
* To keep in view the timely submission of information needed for Trustee meetings
* To provide first port of call to our partners and beneficiaries
* To help develop relationships with other charity partners where appropriate
* Sharing office administrative duties as part of the admin team
* Keeping information on the programmes/activities up to date on the charity’s website

Education

* Good standard of education (English & Maths)
* Further/Higher Education qualification preferable

Skills & Experience:

* Experience of working on administratively intensive work within a busy office
* Attention to detail with exemplary administrative skills
* Good telephone manner with excellent written skills to respond to enquiries in a sensitive and timely way
* Computer literate with experience of IT packages and systems (including CRM)
* Empathy with the work and purpose of the Charity
* Strong interpersonal skills, capable of building and developing relationships at all levels
* Able to work under own initiative, be self-supporting and an excellent time manager
* Team Player and can work under pressure and with a proven ability to work proactively and on own initiatives
* Familiarity with the Third Sector and how charities operate
* An understanding of working with the welfare and benevolent community, volunteers and other staff members
* Able to work flexibly and take on new responsibilities as and when they arise

**This job & person spec is a guideline only and is not exhaustive. You may be required to perform other duties which are not expressly listed but are in keeping with the general purpose of your job role and we reserve the right to make changes to this job description as appropriate.**

**I confirm receipt and understanding of this job description:**

**Signed……………………………………… Dated……………………**