



## Job Description

### Academy Co-Ordinator

Job Details	
<b>Grade</b>	GR3
<b>Number of Posts</b>	
<b>Department</b>	Learning Academy
<b>Reporting to</b>	Academy Team Manager

Who Are We?
<p>We are Birmingham Children's Trust.</p> <p>'Working Together to make Birmingham the greatest city to grow up in.'</p> <p>The sole purpose of Birmingham Children's Trust is to make a positive difference for children, young people and families in the city, by driving up the quality of practice and partnerships across the city and its services.</p> <p>Every employee from Family Support and Social Workers to Finance and Legal, work together to make a positive difference to children, young people and families. We are one team, and each have an important role to play in achieving the Trusts objectives.</p> <p>Birmingham Children's Trust Leadership team comprises of six Executive Directors who are responsible for leading and managing the Trust to be an autonomous and high performing organisation.</p> <p><b>Our Vision:</b></p> <p>Our vision is to build a Trust that provides excellent social work and family support for and with the city's most vulnerable children, young people and families.</p> <p>We will do this:</p> <ul style="list-style-type: none"><li>• with compassion and with care.</li><li>• through positive relationships, building on strengths.</li><li>• in collaboration with children, young people, families and partners.</li><li>• by listening, involving and including.</li><li>• in ways that are efficient and deliver value for money.</li></ul> <p>Success will mean significant progress towards these outcomes:</p> <ul style="list-style-type: none"><li>• healthy, happy, resilient children living in families.</li><li>• families able to make positive changes.</li></ul>



- children able to attend, learn and achieve at school.
- young people ready for and contributing to adult life.
- children and young people safe from harm.

**Our Values:**

ONE TEAM

ACCOUNTABILITY AND RESPONSIBILITY

QUALITY AND INNOVATION

RELATIONSHIPS

HIGH SUPPORT HIGH CHALLENGE

**Key Responsibilities**

To work flexibly across the team to meet the needs of the business in relation to all development programmes hosted within the Academy ensuring professional and proactive support supporting the effectiveness of the learning opportunities across the Trust.

- To proactively and independently support staff within the Academy team ensuring processes are maintained in a timely and accurate way with the day to day running, organisation and functions of all learning programmes and functions across the Trust.
- Provide high quality administration support to internal/external customers, within the parameters of the training and development programmes on offer across the Trust.
- Programme Coordination: Organise, schedule, and oversee the implementation of learning programs, workshops, and training sessions.
- Support the assessment and evaluation of all learning programmes and offers. This will include developing and managing assessment tools to measure the effectiveness of learning and identify areas for improvement.
- Maintain accurate records and data of training and learning activities, and support compilation of reports on programme outcomes and participant feedback.
- Responsible for administration and routine management of a range of efficient administrative processes and procedures in order to support the operation of the service area ensuring accuracy and timely outcomes.
- Act as an operational organiser/support/host to the events provided within the delivery of Academy development opportunities.
- Support and coordinate team diary management for events and planning across the year.



<ul style="list-style-type: none"><li>• Act as a lead in coordinating learners across the Academy within relevant procedures and requirements of the governing body.</li></ul>
<ul style="list-style-type: none"><li>• To use, input and analyse our learning management system (LMS) and other digital tools to streamline the delivery and tracking of training programs.</li></ul>
<ul style="list-style-type: none"><li>• To track, monitor and oversee progress of each programme. This will require close work with the Academy teams in managing the day-to-day administration tasks.</li></ul>
<ul style="list-style-type: none"><li>• To demonstrate positive personal behaviours, being a positive role model and championing the organisations vision and values</li></ul>
<ul style="list-style-type: none"><li>• Oversee the provision of an effective customer response service and take independent decisions on less routine enquiries both internally and externally.</li></ul>
<ul style="list-style-type: none"><li>• Mange shared inboxes and diaries both internally and externally.</li></ul>
<ul style="list-style-type: none"><li>• Keeping digital platforms up to date with current information, input and details.</li></ul>
<ul style="list-style-type: none"><li>• Organise, support and document sensitive meetings in the appropriate manner producing outputs in a timely manner.</li></ul>
<ul style="list-style-type: none"><li>• Support with administration design work along side communication for learning offers.</li></ul>
<ul style="list-style-type: none"><li>• Undertake and be responsible for a range of financial administrative tasks at team level in accordance with relevant procedures.</li></ul>
<ul style="list-style-type: none"><li>• Assist in maintaining inventory and manage equipment including troubleshooting of basic hard/software problems and organising equipment ordering for development programmes as needed, working closely with relevant parties.</li></ul>
<ul style="list-style-type: none"><li>• Ensure that the full range of complex data is accurately and securely maintained and retrieved within the team in a timely manner, including the provision of accurate management information.</li></ul>
<ul style="list-style-type: none"><li>• Ensure that the use of ICT is maximised within the team and support colleagues to enhance the efficiency and quality of support and service provision.</li></ul>
<ul style="list-style-type: none"><li>• Demonstrate continuous improvement, creative thinking and flexibility to improve performance, and meet demand across the Academy team.</li></ul>
<ul style="list-style-type: none"><li>• Interact sensitively, professionally and maintain confidentiality when dealing with colleagues and customers.</li></ul>
<ul style="list-style-type: none"><li>• Comply with relevant statutory regulations which include (but are not limited to), health and safety, data protection, GDPR.</li></ul>
<ul style="list-style-type: none"><li>• Accommodate relevant activities or duties commensurate with the nature and grade of the post.</li></ul>



Key Information	
Is a Safeguarding Check needed?	Dropdown Options: <b>Not Required</b>
Will this position have Line Manager Responsibility?	Dropdown Options: <input type="text" value="No"/>

### Person Specification

Essential Criteria		
Method of Assessment (M.O.A): AF = Application Form; E = Work Based Exercise; I = Interview; P = Presentation; Q = Qualifications		
CRITERIA	Method of Assessment (M.O.A)	ESSENTIAL
Qualifications	AF/I	To have a broad range of practical & procedural knowledge of office administration or to hold a relevant qualification such as NVQ level 3 or equivalent experience
Experience	AF/I	Good literacy and numeracy skills
Experience	AF/I	Efficient ICT skills and proficiency in using LMS and other digital learning tools.
Experience	AF/I	Excellent organisation skills and project management skills.
Experience	AF/I	The ability to independently interpret and analyse information and facts to solve varied problems
Experience	AF/I	Experience of managing a number of conflicting priorities, the ability to organise own workload and decide priorities



Skills	AF/I	Strong interpersonal and communication skills with varied audiences in person and/or in writing
Skills	AF/I	The ability to use the keyboard with some precision and speed
Skills	AF/I	The ability to organise, support and record meetings appropriately
Skills	AF/I	The ability to use own initiative to respond independently to difficult problems and unexpected situations; find solutions and action them independently
Skills		Good understanding of customer service having worked in customer facing environments. Friendly, work in a team and support colleagues
Skills	AF/I	The ability to work under pressure including meeting deadlines and dealing with interruptions
Skills	AF/I	Patient and empathetic with learners, willing to embrace change and detail-oriented and committed to quality.
Skills	AF/I	The ability to cope with situations where there is an emotional demand arising from the work being undertaken
Skills	AF/I	The ability to creatively resolve internal/external issues and providing a solution focused response
Skills	AF/I	Adaptable and able to thrive in a fast paced environment



Skills	AF/I	Analytical mindset with the ability to interpret data and metrics.
Skills	AF/I	The ability to work flexibly as part of a team environment, providing cover when needed to ensure continuity of service provision
Skills	AF/I	Ability to work collaboratively and build strong professional relationships with diverse teams internally and externally
Skills	AF/I	The ability to manage a process, ensuring accurate and timely outputs.
Skills	AF/I	The ability to account for or be accountable for financial resources – budget monitoring/reporting and processing
Skills	AF/I	Experience of handling and processing manual or computerised information
Training	AF/I	Evidence of willingness for continuous professional development
Other	AF/I	To have the ability to speak the English language

<b>CRITERIA</b>	<b>Method of Assessment (M.O.A)</b>	<b>DESIRABLE</b>
Qualification	AF	Certificate in keyboarding
Qualification	AF/I	Microsoft office at intermediate level
Experience	AF/I	Experience of working for local



		government, learning environment or a Children's services related sector or similar environment.
Experience	AF/I	Experience in coordinating learning and development programmes

**At Birmingham Children's Trust, we are dedicated to safeguarding and promoting the welfare of children and young people. We expect our staff to create an environment and culture that promotes equality, diversity, and inclusion and advocate for anti-discriminatory practices and behaviours.**

