

Ark Teaching School Hub Officer

Reports to: Head of Programmes and Partnerships

Location: Birmingham (based at Ark Boulton Academy)

Contract: Permanent

Pattern: Full time (standard hours 9am – 5.30pm, although some earlier starts, or later finishes may be required to cover events)

Salary: Ark Support Scale 7 - £23,484 - £29,174

Start Date: September 2022

About the role:

It is an exciting time to join the Ark Teaching School Hub team in Birmingham. Our vision for the Ark Teaching School Hub is that it becomes the destination of choice for teacher and leader development across the region and beyond. The Hub team is responsible for delivering professional development programmes and events for teachers and leaders across the Midlands and our wider Ark's Network. We deliver the DfE's 'golden thread' of teacher and leader development, specialist targeted professional development programmes for senior leaders and other one-off training sessions. We are also an appropriate body for early career teachers completing their two-year induction.

The Ark Teaching School Hub is an integral part of Ark Schools. Our Hub's lead school is Ark St Alban's Academy in Highgate; however, this role will be based at our new office within Ark Boulton Academy in Sparkbrook.

We are looking for a Training and Events Officer to play a key role in ensuring the success of Ark Teaching School Hub as it continues to establish itself in South Birmingham. This role is designed to give operational and administrative support to the numerous programmes run by Ark and Ark's Teaching School Hub.

We are looking for an experienced officer, who would:

- Provide effective operational and administrative support for the delivery of our appropriate body services, development programmes and events (virtual and in-person)
- Work with our training accreditation providers and manage participant registrations, work submissions and quality assurance processes for all teacher and leader development programmes
- Provide administration support for the Ark Teaching School Hub.

Ark is an international charity, transforming lives through education. We exist to make sure that every child, regardless of background, has access to a great education and real choices in life.

Our highly successful network of 39 schools educates over 20,000 students across Birmingham, Hastings, London, and Portsmouth. They are achieving some of the best results in the country despite being largely in areas of historic academic underachievement.

Responsibilities and Duties:

Operational support for the delivery of our appropriate body services, development programmes and events - virtual and in-person

Manage the logistics of the programme of training events and be the first point of contact for delegates, schools, and partners from an operational perspective by:

- Preparing any materials (booklets, handouts, videos, and slides) needed for the delivery of training events
- Producing high quality communications of our appropriate body services and professional development offers through varied means – newsletters, intranet, e-mail, learning management systems (LMS), phone calls and social media announcements
- Project managing the scheduling of training events and making sure any potential clashes are considered
- Managing any potential rescheduling of sessions that are not attended
- Managing the registration process for appropriate body services
- Managing the registration process for training events and ensuring accurate attendance records and kept for each session. Managing the participant nominations process for our professional development programmes
- Driving up attendance to each training session, and using an effective reminder process with staff to ensure attendance of training
- Chasing up and addressing non-attendance of any session
- Attending and managing logistics of events (virtual and in-person) when required (including twilight events)
- Administering feedback surveys for programme participants
- Working with schools and external venues to book venues and manage resources required (i.e., AV and catering)
- Liaising with external vendors and training providers by forming great working relationships with our partners
- Keeping track of and monitoring event expenditure ensuring events are delivered to budget
- Responding to programme participants queries
- Ensuring to always strive to improve and make processes more efficient.
- Manage the Ark Teaching School Hub's ECT Manager portal and Teacher Regulation Agency portal for our appropriate body services
- Liaise with schools to ensure our appropriate body's deadlines for registrations, progress reviews and formal assessments are met
- Monitor and report on schools' completion of ECT registrations, progress reviews and formal assessments to the Ark Teaching School Hub's senior leadership team
- Establish and maintain effective systems to meet business needs for all programmes, including progress tracking, work planning, reporting cycles, and compliance tasks across programmes
- Liaise with other Ark teams where PD programmes overlap
- Work closely with Ark Teacher Training for appropriate body services
- Design and maintain the Ark Teaching School Hub calendar
- Maintain and update school and participant records

Manage the relationship and processes with our external programme accreditation providers and lead on the programme quality assurance process

Build strong working relationship with our external partners and make sure all our programmes deliver impact by:

- Being the first point of contact for external providers and communicating any curriculum and operational changes to team members as appropriate
- Making sure internal and external processes are aligned – e.g., registration of participants, assessment submissions and feedback, etc
- Evaluating the impact of training events by checking for the application of learning which includes gathering and processing useful feedback, providing data reports to facilitators which can be used to strengthen the quality of training
- Leading on the quality assurance process for our programmes and ensuring we meet all required metrics in terms of participant recruitment, retention, and programme completion
- Collating and presenting up to date engagement and diversity data for all our programmes

Provide day to day support with the management of our professional development programmes' LMSs and improve the ways we use them

- Manage the administration of our Lead Provider's early career framework and national professional qualifications platform (Ambition Institute's Steplab system) and our appropriate body's online system (ECT Manager) by:
 - managing the Ark Teaching School Hub's e-mail account and distributing queries to other team members when required
 - the uploading of resources, creation of events, networks and conducting other necessary functions
 - the creation, assigning roles/permissions and disablement of users on the platforms
 - producing reports and monitoring user engagement with the platforms in general as well as with individual resources/programmes
- Encourage user engagement by executing targeted campaigns
- Managing courses/modules to relevant groups and ensuring those are completed in the timeframes required
- Keep track of and review user feedback and issues identified to create, maintain, and update the platforms' Help and FAQ pages
- Identify opportunities for each platform feature developments to improve user experience and get involved with any other projects as directed by line manager or Director of Teaching School Hub

General Administration

- To execute PA functions for the team such as photocopying, diary management
- To organise travel, hotel booking, hospitality and catering when required
- To utilise a variety of software packages to produce correspondence and documents and maintain presentations, spreadsheets and databases
- To manage the invoicing process and help drive down costs in all areas
- To schedule team meetings, create agendas and take minutes
- To prepare Ark Teaching School Hub board papers

Other

- To take up opportunities that may arise during this employment
- To support the team with maintaining effective administrative procedures and systems
- To undertake any other duties as directed by line manager
- All staff have a responsibility for promoting and safeguarding the welfare of children and young people
- All staff have a responsibility to ensure tasks are carried out with due regard to Health and Safety

Please note, annual leave must be taken outside of term time unless otherwise agreed with your line manager.

Ark is committed to safeguarding and promoting the welfare of children and young people; all successful candidates will be subject to an enhanced Disclosure and Barring Service check.

Ark Schools are committed to attracting, developing and retaining a diverse workforce, with a broad range of backgrounds, experiences and perspectives. Please [click here](#) to learn more.

Person Specification: Ark Teaching School Hub Officer

Qualifications

- Maths and English GCSE at grade C or above (or equivalent)

Knowledge and Experience

- Experience of planning complex schedules (essential)
- Experience of project and/or events management (essential)
- Experience of working within an office/professional setting (essential)
- Knowledge of the education sector (desirable)
- Experience of Learning Management Systems / Event Management Systems (desirable)

Specific Skills

- Excellent written and oral communication skills
- Excellent IT skills, with specific skill in using Microsoft office applications and SharePoint
- Strong administrative and organisational skills with excellent attention to detail (multiple schedules/ stakeholders (internal and external)/ venues/resource requirements/ diaries)
- Influencing skills and the ability to build positive working relationships
- Strong time management skills
- Basic design skills (e.g. InDesign and/or alternative software package)
- Management on online meetings/training through Zoom and Teams.

Personal Characteristics

- A self-starter with a willingness to go the extra mile and great attention to detail
- Flexible and adaptable
- Confident and diplomatic
- Effective team worker with the ability to also work independently on their own initiative
- Demonstrates resilience, motivation and commitment to driving up standards of work
- Genuine passion for developing and providing opportunity for others

Values

- Personal vision is aligned with Ark's high aspirations and expectations of self and others
- Genuine passion and a belief in the potential of every student
- Motivation to continually improve standards and achieve excellence above norms

Other

- Right to work in the UK
- Commitment to equality of opportunity and the safeguarding and welfare of all students
- Willingness to undertake training
- This post is subject to an enhanced DBS check