



EARLY YEARS ALLIANCE
50 FEATHERSTONE STREET LONDON EC1Y 8RT

Registered as an Educational Charity

JOB DESCRIPTION

JOB TITLE:	BUSINESS ADMINISTRATOR
BASED:	TO BE DISCUSSED AT INTERVIEW
DEPARTMENT:	BUSINESS DEVELOPMENT
RESPONSIBLE TO:	BUSINESS MANAGER
RESPONSIBLE FOR:	None

JOB PURPOSE:

To support the Early Years Alliance in achieving key objectives by effectively and efficiently providing administration duties to the Business Development Directorate to support the income generation strategy of the charity.

SAFEGUARDING REQUIREMENT:

The Alliance is committed to safeguard and promote the welfare of children and young people. It is a requirement of all staff that they share this commitment and follow the prescribed policy and procedures to continuously promote a culture of safeguarding across the whole organisation.

MAIN DUTIES:

1. Answering calls and responding to emails on matters relating to membership and general organisation-related queries.
2. To support and handle a broad range of enquiries on early years education and care, including access to CPD resources.
3. To ensure a high standard of service is provided in line with our customer care competencies.
4. To use a range of tools to promote training, events and resources.
5. To support and keep up to date customer records using Dynamics 365.
6. To build and maintain an ongoing training programme and CPD resources on EYA Central and other delivery platforms as directed.
7. To arrange and distribute training course materials and resources to customers.



8. To provide administrative support before, during and after the delivery of online and in person training and events.
9. To develop, update and format CPD resources in line with the Alliance style guide.
10. To support project administration as directed.
11. To produce invoices and take payment.
12. To assist with marketing campaigns and promoting activities.
13. To actively promote the benefits of the Early Years Alliance membership, insurance and CPD resources
14. To actively support the membership and CPD admin journey with solution focused ideas.
15. To support the collation of data for reporting purposes.
16. To monitor stock of publications and to despatch orders as directed.

GENERAL DUTIES

1. To produce both verbal and written reports as directed.
2. To attend virtual events as directed which will include occasional evenings
3. To attend in-service training as directed.
4. To carry out such tasks and duties as may reasonably be required.

POLICIES AND PROCEDURES:

The post-holder must be aware of and comply with all the charity's policies and procedures including those relating to: child protection, health & safety and security, confidentiality and data protection, bribery and corruption, signing agreement and contracts and financial.

EQUALITIES:

The post-holder must be aware of and respect difference and ensure that children have equality of access to opportunities to learn and develop. must have an understanding of and commitment to equality of opportunity and anti-racism issues.

HEALTH AND SAFETY:

The post-holder must be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection; and follow correct reporting procedures.

This job description is not an exhaustive list of duties, and you will also be required to carry out any other duties which may reasonably be required of you in accordance with the needs of the Early Years Alliance. You are also required to be flexible and adaptable with respect to your role.



PERSON SPECIFICATION:

Essential Criteria

1. Experience of and the ability to deal effectively and courteously with telephone calls, emails, written correspondence, maintaining appropriate records.
2. Ability to provide administrative support for the running of events and training including booking venues, managing bookings, liaising with members and tutors, producing training packs and all other administrative requirements.
3. Possess excellent IT skills, using Microsoft package programmes including Dynamics 365, project management and reporting systems, internet, email etc. with confidence.
4. Ability to use internal cloud-based storage systems.
5. Ability to demonstrate a creative and innovative approach to problem solving.
6. Ability to work independently, efficiently and on own initiative.
7. Ability to prioritise workload to meet deadlines and targets.
8. Ability to create invoices.
9. Experience of collecting, collating and presenting statistical information.
10. Excellent written and verbal communication skills, to liaise with and provide information to staff, volunteers, suppliers and external agencies.
11. Experience of and ability to work collaboratively with team members and a range of partners and volunteers.
12. Basic knowledge of the Early Years sector to provide general support and signposting to other appropriate resources or services to Alliance members.
13. Commitment to the aims and strategic objectives of the Early Years Alliance.
14. Willingness to attend on-site and off-site training and development opportunities as required.

Desirable Criteria

1. Knowledge of Early Years education and childcare.
 2. An administrative qualification
 3. A qualification in Information, Advice and Guidance
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TERMS & CONDITIONS:

Grade: 3A

Salary Range: £24,468 - £27,662 per annum (pro rata)

Hours:

Annual leave: 25 days annual leave plus 8 bank holidays (pro rata)

This post is not exempt from the Rehabilitation of Offenders Act (1974) and does not require a Disclosure and Barring Service check. Applicants must be prepared to disclose any convictions they may have and any orders which have been made against them.

Pension: The table below shows what the base contributions are, and the dates they will rise. You can also choose to give more than the minimum amount should you wish.

Date effective	Employer minimum contribution	Employee minimum contribution	Total minimum contribution
6 April 2019 onwards	3%	5%	8%

JOB DESCRIPTION SIGN OFF

Date issued by Manager:

Name:

Signature:

I confirm that I have received a copy of this job description and have had any questions about it answered.

Name of post holder:

Signature:

Date: