

Title: Programme & Partnership Administrator

What you'll be responsible for:

Programme Administration:

- Support the administration of professional development programmes for school staff.
- Manage bookings and ensure materials are prepared and distributed.
- Communicate effectively with delegates and stakeholders to ensure smooth delivery of training sessions.
- Support the marketing of our programmes, utilising social media platforms, printed materials and email marketing.
- Support finance administration – including processing invoices and logging payments.

Customer Service:

- Support at training events – setting up, welcoming delegates, supporting at break times and clearing away afterwards.
- Provide excellent customer service to delegates, school staff and external partners.
- Be the first point of contact for all general enquiries, resolve issues and handle feedback related to training programmes and sales.
- Maintain positive relationships with customers and partners through effective communication and responsiveness.
- Effective use of CRM system.

The type of person we're looking for:

- You are a detail-orientated organiser with great attention to detail.
- You are great with people, love to make things happen, resolve queries and exceed customer expectations.
- Someone who embraces technology and is at ease with using a range of IT and online tools and systems.
- You are articulate and able to communicate effectively in writing and verbally.
- You are good with numbers and spreadsheets.
- You are able to prioritise effectively, thrive in a busy environment and juggle multiple tasks at one time.
- You fit in well with our close-knit team and quickly build strong relationships with everyone.

Package:

- Annual salary: £23,000-£25,000 FTE
- Hours: Part time 15-20 hours per week (we are looking for someone that has some flexibility with working hours across the week and would include a Wednesday morning)
- Base: Our office base is at St John's Primary School, Mortimer Rd, Kenilworth. The role will require you to travel to some of our training courses and there could be some opportunity to work from home.
- Holiday entitlement: 25 days per annum (FTE) plus bank holidays. Would consider term time only working.

Applications:

If you are interested in applying for this exciting new opportunity, then please email your CV and a covering letter to recruitment@gatewayalliance.co.uk