

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Staffing Administrator
<b>DIRECT REPORTS TO:</b>	Office Manager & Company Director
<b>LAST REVIEWED BY:</b>	Managing Director
<b>LAST REVIEWED DATE:</b>	October 2021

The Staffing Administrator is a key member of the Class Act team and will assist in the delivery of our supply teacher service. It is an exciting role, which involves daily contact with our schools and teachers ensuring that we fulfil our existing business needs whilst assisting the Branch Manager and Company Owners & Directors to help grow and develop the business further.

The SA will work directly with the Office Manager and Deputy Manager on all related tasks involving handling and completing school requests along with the vetting, selection and recruitment of supply staff.

The ERC needs to be organised, quick thinking, thorough, accurate, have initiative and confidence and be a clear communicator.

The role requires strong telephone and computer skills and an ability to prioritise multiple fast changing tasks. Having a positive attitude and co-operative working style are essential.

Our belief is that “people buy from people” and as such no role at Class Act is sales or target driven in any way, instead the focus is on service excellence and relationship management. If these are done well, then the business thrives.

**Duties will include:**

**1. SCHOOL ASSIGNMENTS**

- Responding to emergency, short and long-term requests from schools.
- Deploying the most suitable staff available; "putting round pegs into round holes."
- Completing all associated administration involved in the deployment of supply staff to a high standard.

**2. RECRUITMENT & SELECTION OF SUPPLY STAFF**

To assist the Office Manager and Deputy Office Manager with the recruitment of supply teachers and teaching assistants to ensure that there are sufficient supply staff of a high quality to meet demand at all times.

This includes:

- Initial telephone screening
- Pre & post-interview vetting
- Attendance at recruitment fairs, universities, local job fairs

**3. CUSTOMER SERVICE**

Maintain excellent relationships with school management teams and our supply staff through providing excellent Customer Care at all times.

This includes:

- Contacting supply staff on a weekly basis to confirm availability
- Providing support to our supply staff and our schools
- Obtain and share feedback with supply staff

**4. CPD**

Attend local INSET days and CPD events organised by the Office Manager and the Managing Director for our supply staff.

## 5. ADMINISTRATION

To assist with office administration as required to facilitate the effective running of the business.

Duties may include:

- Answering the telephone and dealing with enquiries
- Maintaining up-to-date database records on all teachers and schools
- Paperwork and computer enquiries for the speedy vetting, registration and processing of all teachers, including applying for references, chasing outstanding paperwork, applying for and monitoring the progress of DBS checks (police checks), monitoring teachers safeguarding training records
- Entering bookings on database and recording on availability sheets
- Sending assignment confirmations to schools and teachers.
- Arranging interviews.

This list is not exhaustive and may change in order to facilitate the running of the office and the development of the business.

## PERSON SPECIFICATION

Factors	Description	Essential	Assessment
<b>Experience</b>	Experience of working at a similar level.	√	A/I
<b>Communication skills</b>	Communicate effectively, in a professional and confident manner with client schools and supply staff.	√	A/I
	An excellent telephone manner.	√	I
<b>Role Skills</b>	Strong administration skills.	√	A/I
	Attention to detail with the ability to work accurately.	√	A/I
	Excellent organisational skills.	√	A/I
	Good level of computer literacy.	√	A/I
	Able to analyse information and make informed decisions.	√	A/I
	Responsibility for the placement of teachers/TA's into schools.	√	A/I

<b>Qualities</b>	Prioritise, use initiative & work to set deadlines.	√	A/I
	Manage multiple tasks effectively in a busy environment.	√	A/I
	Confidence when working under pressure.	√	A/I
	Prepared to work both on your own and as a member of a team in a small open plan office environment.	√	A/I
	Influencing and negotiating skills.	√	A/I
	Drive, enthusiasm, ability to rise to a challenge and the determination to achieve success.	√	A/I
	Good personal manner and enjoy working with people.	√	A/I
	Quick thinking and effective from the moment you enter the office.	√	A/I
<b>Additional Requirements</b>	There may be a need to visit local recruitment events, e.g. local universities, job fairs therefore the need to hold a driving licence and have regular access to a car is essential.	√	A/I

\* A= Application form      I= Interview