



Job Description

Job Title:	Foundation Administrator (Operations, Planning & Business Support)
Reports to:	Deputy CEO & Director of Quality and Support Services
Based at:	The Carr Fenton Foundation
Hours of work:	37 hours per week
Annual Leave:	Term time only
Salary:	A25

Role

The Foundation Administrator (Operations, Planning and Business Support) will provide high-quality operational, administrative and business support across The Carr Fenton Foundation, supporting administrative effectiveness, foundation-wide coordination and day-to-day operations.

The postholder will lead on the coordination of foundation-wide administrative activity, maintain planning and delivery systems from an administrative perspective and work alongside the Foundation Reception Services Assistant to ensure a safe, well-organised and professional front-of-house function.

The role operates as part of the Foundation Support Services Team, working closely with the Executive Team, senior leaders, services and central teams to support effective planning, communication and operational delivery across the Foundation.

Duties and responsibilities

By nature of the responsibility, the following list is not exhaustive, but is a guideline as to the main requirements of the role. The Foundation Administrator (Operations, Planning and Business Support) must be willing, flexible and prepared to carry out reasonable tasks not necessarily covered within this job description.

1. Safeguarding

All staff have a responsibility and duty of care to safeguard and promote the welfare of pupils. Staff must be aware of the systems within the Foundation which support safeguarding and must act in accordance with the Foundations Safeguarding and Child Protection Policy and Code of Conduct. There is an annual commitment to training and legislative updates which is required by each individual employee.

2. General Duties

Foundation Administration and Business Support

1. Provide a proactive, high-quality administrative service within a busy, fast-paced environment.
2. Support the Executive Team with day-to-day business operations, including correspondence, document preparation and coordination of activity.
3. Support the administration and distribution of Foundation-wide communications, notices and information to staff, stakeholders and visitors.
4. Coordinate the collection, distribution and collation of information, surveys, forms, updates and reports required by the Executive Team and Foundation services.
5. Create, format and maintain a range of documents, reports and presentations using Microsoft Office and associated systems.
6. Coordinate diaries and meeting logistics for executive and foundation-wide operational meetings.
7. Provide administrative support for foundation-wide meetings, as required, including agenda preparation, minute-taking and action tracking.
8. Process incoming and outgoing correspondence, post and communications efficiently and confidentially.

Operations, Planning and Coordination

9. Support the coordination of executive priorities by ensuring administrative systems, meetings and communications align to strategic delivery.
10. Maintain the operational administration of strategic delivery trackers and timelines, ensuring information is up to date and aligned with agreed reporting cycles.
11. Coordinate the flow of updates, papers and actions arising from executive and foundation-wide meetings.
12. Support the planning and organisation of Foundation meetings, events and corporate activity.
13. Ensure conference rooms, shared spaces and meeting facilities are presentable and fit for purpose.
14. Ensure appropriate personnel are booked to support all meetings, committees, and events (e.g. interpreters), or arrange suitable alternative arrangements where required (e.g. online support).

Reception and Front-of-House

15. Work collaboratively with the Foundation Reception Services Assistant to deliver a professional, welcoming and efficient front-of-house service across the Foundation.
16. Provide reception cover as required, ensuring continuity of service during periods of absence, leave, training or increased operational demand.
17. Assume responsibility for reception and front-of-house operations following the Foundation Reception Services Assistant's departure each day, ensuring continuity of service, visitor management, enquiries and safeguarding procedures until close of business.
18. Support the effective operation of reception processes, including visitor management, enquiries, telephone communications, mail handling and signposting to appropriate services.
19. Maintain accurate visitor, contractor and delivery records, ensuring the effective operation of the Foundation's Visitor Management System in accordance with Foundation procedures and statutory requirements.
20. Work closely with safeguarding leads to ensure all reception and visitor management procedures are implemented in line with Foundation safeguarding policies and protocols.
21. Promote a safe, secure and professional reception environment, identifying and escalating concerns, incidents or risks through the appropriate channels.
22. Contribute to the review and improvement of reception systems, processes and service standards to support an effective experience for visitors, staff, learners and stakeholders.

Procurement & General Administration

23. Raise requisitions, process orders and coordinate the procurement of equipment, resources and supplies through the Foundation's financial ordering systems, ensuring compliance with procurement procedures and budgetary controls.
24. Provide administrative support to support services teams as required.
25. Undertake general administrative duties as required.
26. Be flexible and willing to learn all aspects of Foundation wide administrative procedures to support resilience and continuity.
27. Hold administrative oversight and coordination of Foundation-wide policies, supporting review schedules, publication and secure, accessible storage
28. Maintain accurate administrative records, filing systems and corporate documentation, ensuring information is organised, accessible and managed in accordance with Foundation procedures and data protection requirements.

General

29. Maintain confidentiality and professionalism at all times.
30. Contribute to a culture of continuous improvement within the executive administrative function.
31. Undertake any other reasonable duties appropriate to the role and level of responsibility.

3. Personal Profile and Skills

The Foundation (Operations, Planning & Business Support) will be a proactive and highly organised individual who is detail-orientated and a confident communicator. You will have a strong focus on providing effective operational and business support, developing and maintaining coordinated administrative systems that support planning, communication and day-to-day operations across The Carr Fenton Foundation.

- Strong organisational, planning and administrative skills.
- Proficiency in Microsoft Office applications and administrative systems.
- Ability to coordinate processes, diaries, meetings and documentation effectively.
- Excellent attention to detail and ability to maintain accurate records.
- Strong interpersonal and customer service skills.
- Clear written and verbal communication skills.
- Ability to work collaboratively with colleagues across departments and with senior leaders.

4. Training

The Foundation Administrator (Operations, Planning & Business Support) will, from time to time, be required to undertake training relevant to the key objectives and responsibilities of The Carr Fenton Foundation. There are mandatory training requirements that must be completed via Educare.

5. Working relationships

The Foundation Administrator (Operations, Planning & Business Support) has a day-to-day working relationship with all departments and is required to cooperate fully with all members of staff and senior managers across The Carr Fenton Foundation. A strong customer service focus is essential.

6. Hours of Work

The post is full time, term time only.

Working hours are 8.30am to 4.30pm Monday to Thursday and 8.30am to 4.00pm Friday, 37 hours in total.

Weekend work and work outside of normal hours would be by prior arrangement and will attract time off in lieu or overtime payment.

Person Specification

Foundation Administrator — Operations, Planning & Business Support

The specific qualifications, experience, skills and values that are required for the role are outlined below.

Criteria	Essential =(E) Desirable =(D)
Qualifications	
Minimum GCSE Level 4 or equivalent in English and Maths (or equivalent experience)	E
Business Administration Level 3 or above	E
Experience and Knowledge	
Experience of working in a busy administrative or office environment	E
Experience of providing high-quality administrative or business support to multiple teams	E
Experience of coordinating meetings, diaries and administrative processes	E
Experience of producing accurate written records, including notes or minutes	E
Experience of working professionally with a wide range of stakeholders	E
Experience of delivering good customer service in a front-facing role	E
Experience of supporting senior leaders or executive teams	D
Experience of line managing or supervising staff	D
Experience of coordinating reception or front-of-house services	D
Experience of working within an education, charity or public sector setting	D
Experience of supporting safeguarding-related processes (e.g. visitor management)	D
Skills and Abilities	
Knowledge of Microsoft Office 365 and the ability to quickly master other online platforms and software packages.	E
Excellent IT skills, including Word, Excel, and Teams.	E
Excellent organisational, planning and prioritisation skills and an ability to work within a given work schedule.	E
Excellent interpersonal skills, communication skills, both written and verbal.	E
The ability to work calmly and professionally, within a changing environment, without compromising quality and standards.	E
The ability to deal with confidential and sensitive information and situations with diplomacy, discretion and tact.	E
Behavioural, Values and Ethos	
The ability and flexibility to work with wider teams and offer support as necessary.	E
Evidence of/ commitment to ongoing professional development.	E
Ability to coordinate workflows, rotas or cover arrangements.	E
Commitment to the Foundation, and promotion of Equality, Diversity and Inclusion.	E
Commitment to safeguarding and promotion of a safe environment for children, young people to learn in. Promote a safe working environment for staff.	E