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| **Job Description** |  |

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| **Job Title:**SPH administrator  | **Service Area**: |
| **Directorate:** | **Post Number:** | **Evaluation Number:** |
| **Grade: Scale 4** | **Date last updated:**August 2025 |

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| **EQUALITY AND DIVERSITY** |
| We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work. |
| **PROTECTING OUR STAFF AND SERVICES** |
| Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately. |

## ****Overall Purpose of the Job****

* To provide high-quality administrative and business support to the Stronger Practice Hub (SPH), enabling the effective delivery of its activities and objectives.

The role will:

* Act as the first point of contact for early years educators, settings, and schools, explaining the role of the SPH and signposting them to training, programmes, and other approved support.
* Manage messages across phone, email, WhatsApp, and social media, responding promptly and professionally, and escalating to the SPH Lead where appropriate.
* Oversee and moderate the Hub’s social media accounts, ensuring regular, high-quality posts and professional engagement.
* Maintain calendars, databases, and administrative systems for the efficient running of the SPH.
* Order supplies and resources, and keep accurate financial records.
* Support the upkeep of the SPH delivery plan.
* Maintain and update excel databases to track engagement, producing reports for the Department for Education (DfE) as required.
* Support accurate grant recording, collating evidence of spend, and submitting monitoring documents to agreed deadlines.

## ****Job Context****

* Reports to the SPH Lead.
* Work in collaboration with the SPH Project Manager.
* No line management responsibilities.
* May be required to work at different venues in the SPH area (e.g. at conferences or training events).
* May be required to work occasional evenings or weekends on a flexible basis.

## ****Key Tasks and Accountabilities****

**Communication & Stakeholder Engagement**

* Provide a responsive, professional first point of contact for all SPH enquiries.
* Maintain positive relationships with a wide range of early years educators, settings, and stakeholders.
* Prepare and proofread communications to ensure accuracy and professionalism.

**Administration & Coordination**

* Maintain accurate records of engagement, participation, and impact.
* Schedule and coordinate meetings, preparing agendas, taking minutes, and following up on actions.
* Organise training events, including booking venues, contacting participants, and ensuring smooth delivery.
* Maintain and improve administrative systems to support the SPH’s operations.

**Data, Reporting & Finance**

* Keep accurate and secure records in line with GDPR requirements.
* Produce reports on engagement and reach using DfE data systems.
* Process orders, raise purchase orders, and support invoice payments.
* Track resource usage and budgets as directed by the SPH Lead.

**Social Media & Marketing**

* Post regular, engaging updates across social media platforms including MailChimp, WhatsApp, X, Bluesky, Facebook, Instagram, LinkedIn, and email.
* Monitor comments daily, ensuring only professional content remains, and remove or escalate inappropriate content as necessary.

**General**

* Remain up to date with early years practice and policy.
* Understand safeguarding responsibilities in line with Keeping Children Safe in Education.
* Attend training and briefing sessions as required, applying learning to the role.
* Undertake other duties within the scope of the role as required by the SPH Lead.

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| **Personal Specification** |  |
| **Job Title:**SPH Administrator | **Service Area**: |
| **Directorate:** | **Post Number:** | **Evaluation Number:** |
| **Grade: Scale 4** | **Date last updated:**December 2022 |

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| IMPORTANT INFORMATION FOR APPLICANTS |
| The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.  |

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| **CRITERIA** | **METHOD OF ASSESSMENT** |
| **EQUALITY AND DIVERSITY** |
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| **PROTECTING OUR STAFF AND SERVICES** |
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| **KNOWLEDGE:*** Knowledge of the early years system and the aims of the Stronger Practice Hub.
* Knowledge and understanding of administrative systems.
* Excellent literacy and numeracy skills.
* Excellent knowledge of IT packages and systems.
 | Application Form/ InterviewApplication Form/ InterviewApplication Form/ Interview/TestApplication Form/ Interview/Test |
| OTHER SPECIAL REQUIREMENTSThis post is subject to a DBS enhanced disclosure.  | Satisfactory clearance at conditional offer stage |
| **QUALIFICATIONS:*** Experience of administrative work and use of IT systems.
* Relevant qualification.
 | Application Form/InterviewCertification |
| **EXPERIENCE:*** Experience of working in the early years sector, ideally including administrative experience.
* Experience of dealing with a range of enquires from members of the public and other professionals.
 | Application Form/ InterviewApplication Form/ Interview |
| **SKILLS & ABILITY:*** Ability to work independently and as part of a team.
* Ability to communicate clearly to a wide range of people.
* Sound IT skills in communications, social media, word processing and Excel. Ability to maintain and interrogate information systems.
* IT literate with ability to produce reports showing reach, engagement and analysis of impact.
* Ability to prioritise workloads and meet deadlines.
* Ability to develop and maintain good working relationships with colleagues and other professionals.
* Ability to input data quickly and accurately.
* Ability to provide basic system reports.
 | Application Form/ InterviewApplication Form/ InterviewApplication Form/ Interview/TestApplication Form/ InterviewApplication Form/ InterviewApplication Form/ Interview/TestApplication Form/Interview/TestApplication Form/Interview/Test |
| **PERSONAL STYLE AND BEHAVIOUR:*** Willingness to work flexibly and collaboratively as required to meet changing service needs.
* Self-starter with good motivation to complete tasks.
 | Application Form/ InterviewApplication Form/ Interview |