

JOB DESCRIPTION

Job Title: **Administration and Marketing Assistant**

Responsible to: **Deputy Director**

Salary: £19,080- £23,082, depending on experience

36 hours per week based in our Newcastle office.

30 days holiday plus Bank Holidays.

Required as soon as possible. Interviews will be held on a rolling basis.

Drive positive change in our region

Schools North East is a registered charity and community of 1,150 schools working together to make that difference for children across the North East of England. We are a movement for change. We provide a voice for NE schools, influencing the policy landscape, as well as practical support to enable our schools to share practice, develop new practice, and thrive in a challenging and demanding environment. .

We are **for all North East schools** - regardless of size, type, faith, structure and geographical location. Our inclusivity is what defines us. Our driving passion is to engage at all levels to support schools to do their best for the region's children. We are independent, *but not neutral* - we campaign to improve conditions for North East schools. We engage with partners across all sectors for the benefit of schools, as well as with individuals and bodies across the political spectrum.

We run a busy and successful events programme both online and in person with almost 3000 delegates annually. We are a self funding charity and membership organisation with over 1000 members across our various strands.

The Person

Schools North East is looking to recruit a highly motivated and efficient Administrator and Marketing Assistant to join our small but very successful team. This is a diverse role, which offers tremendous opportunity to support our programmes of activity and shape the systems and processes which underpin them.

You will have experience in administration and will be responsible for updating and maintaining the main Customer Relationship Management (CRM) system, which lies at the heart of our organisation. You must have an eye for detail and understand the importance of data collection and accurate record keeping. Often the first point of contact for the organisation you will be confident in engaging with people face to face (at our events), over the telephone and via email dealing with queries efficiently. You will have a high standard of English, being able to communicate effectively, both verbally and in writing.

You will be confident in improving systems and processes to support more efficient and effective ways of working.

You will support the Marketing Officer with the organisation's social media platforms through content creation, scheduling and monitoring. You will collaborate with the team to develop engaging and relevant content including videos, graphics and other materials that resonate with the target audience.

You will have the opportunity to get involved in other programmes of work within the organisation such as project management, research and events.

You must be able to work well under pressure without sacrificing quality, and be a highly organised self-starter with a can-do attitude, strong ethical drive, and the desire to make a difference to the lives of young people in our region. An understanding of the education environment and the region's schools is desirable but not essential.

The Role

Answering to the Deputy Director, the Administrative and Marketing Assistant will work across the Schools North East and Schools North East Trading Ltd teams, playing a vital role in supporting all administrative aspects of the organisation. You will support the resourcing of the organisation's key strategic projects, the maintenance and development of relevant processes and systems, and support in marketing activities.

The administration department forms part of the back office function and provides a service to the whole of the organisation by addressing all issues of an administration nature, and ensuring the Directors and wider team have relevant and up to date information.

You will support these functions as part of a wider team. **Key tasks include:**

- First point of contact for telephone calls in the office
- Monitor relevant email accounts, dealing with issues and enquiries in a timely manner
- Support the administration of memberships
- Collect, input and collate data on the CRM system
- Communicate with members and stakeholders via email, telephone and in person at our events
- Undertake administrative tasks and general clerical support as required
- Administrative tasks around the back end of the organisation's website
- Contribute to the development and updating of processes and systems
- Undertake social media graphic design and posting, as required
- Support in marketing activities including video and graphic creation, and social media posting
- Contribute to the development and updating of processes and systems
- Assist in pre event planning and on the day event support
- Attend and participate in relevant meetings and training, as required
- Work in a professional and confidential manner
- Work as an integral member of a small team, willing to undertake tasks as needed to deliver the aims of Schools North East and Schools North East Trading Ltd and deemed appropriate to this role including supporting effective engagement and awareness campaigns
- Ensuring excellent customer service and quality delivery

	<p>Knowledge and skills in graphic creation</p>	<p>ability to apply these within the organization.</p> <p>Experience of scheduling and monitoring social media</p> <p>Knowledge and skills in video creation</p>
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To apply:

Please complete the official application form and upload to **Jobs in Schools | North East portal** or email to recruitment@schoolsnortheast.com

Required as soon as possible. We will interview on a rolling basis and may close this vacancy early.