

<b>Job title:</b>	Governor Online Training Coordinator
<b>Job ref:</b>	HFL1417
<b>Hours:</b>	22.5 per week (over 5 days) term time plus 2 weeks during Hertfordshire school holidays (40 weeks per year).
<b>Salary band:</b>	Band 3: FTE £18,400 - £23,820 p.a. Pro-Rated Salary Range: £9,957 - £12,890 p.a. inclusive of paid holiday entitlement. Salary dependent on experience.
<b>Contract:</b>	Permanent
<b>Reports to:</b>	Head of Modern Governor
<b>Team:</b>	Governance
<b>Location:</b>	Remote working with an opportunity to work up to 2 days per week in our Head Office in Stevenage, Hertfordshire if desired.

## Our company

Herts for Learning (HfL) is an award-winning provider of products and services to schools and educational settings within and outside Hertfordshire. We believe that every young person, through access to a great education, should be able to realise their potential, regardless of where they live or their circumstances.

We focus on supporting the schools we work with to achieve successful long-term outcomes for their children. HfL is majority owned by Hertfordshire schools and operates with a not-for-profit ethos.

## Job context

Herts for Learning owns a national Governor training business, Modern Governor. Having recently changed the hosting platform for Modern Governor, we are looking to grow and continually improve the content and the number of subscribers. This role has been created to ensure that our customers are well supported and that the Modern Governor business runs effectively and efficiently.

The coordinator will work closely with The Head of Modern Governor in a two-person team. The coordinator will perform essential day to day admin-based tasks whilst the Head of Modern Governor drives the business forward.

## Purpose of the job

Working closely with the Head of Modern Governor, this post is to provide administrative support for our online training service to customers both within and outside of Hertfordshire.

## Main areas of responsibility

1. Support renewal, retention and onboarding of customers:
  - Collate customer lists and upload into system, checking for missing data where required
  - Perform the required administrative tasks for new users to Modern Governor
  - Manage the Modern Governor inbox, responding to communication and working with the Head of Modern Governor to resolve more complex queries
2. Undertake sales activity administration
  - Provide quotes and information to settings interested in purchasing Modern Governor
  - Ensure sales administrative tasks are completed in a timely manner to ensure sales are secured and invoiced, updating spreadsheets and processing sales orders
  - Liaise with finance team regarding outstanding invoices with customers
  - Ensure data of users and current customers is updated within platform to keep accurate user records on system
  - Use social media channels to promote Modern Governor
3. Ongoing customer support
  - Manage the customer queries into help desk (mainly online tech queries)
  - Liaise with other teams across HfL as necessary
  - Following a structured approach to customer targeting and lead generation / management
  - Identify improved ways of working to enhance customer experience, reduce costs and improve internal processes.
4. Supporting and updating governance resources
  - Undertake reviews of some modules checking links, content, appropriate images and support updates where needed
  - Undertake reviews of glossary of terms within the Modern Governor app against any legislation changes and updates liaising with other departments as necessary

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time become necessary, particularly in light of the current Covid-19 situation.

## Person specification

Please provide a supporting statement outlining why you are applying and how you meet the criteria below;

## Knowledge

- Customer Service and Support
- A broad range of IT packages and platforms
- Understand school governance and clerking (desirable)
- Finance processing (desirable)

## Experience of

- Providing high level self-led administration, but also able to work as part of a team
- Microsoft Office software packages and the internet including analysis of data and information using Excel
- Accurately recording data and keeping records updated
- Communicating with a range of people at all levels
- Updating social media within a commercial aspect role

## Skills and abilities

- Manage a range of customer queries in a professional manner
- Highly professional and strong passion for delivering exceptional service
- Ability to effectively communicate with others, both verbally and in writing
- Excellent attention to detail
- Seek ways to adapt and improve workflow and processes within role to enhance customer experience
- Have strong organisational skills and time management skills; being able to work on numerous activities simultaneously, identifying and amending priorities accordingly.
- Strong team player who works collaboratively and inclusively
- Flexible self-starter who is comfortable working in a fast-changing environment
- Confidently and competently use Microsoft Office software packages
- Be self-motivated to keep IT and other skills up to date and able to demonstrate a genuine desire to learn new technology/applications/areas of work

## Equal Opportunities

HfL is committed to being an equal opportunities employer. We insist on the equal treatment of all current and prospective colleagues and will never condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership.

HfL is also equally committed to becoming an anti-racist organisation and we encourage you to view our [Black Lives Matter statement](#) which gives clarity on our anti-racist stance. In our relentless efforts to be an anti-racist organisation, we recognise the negative impacts of under representation and lack of diversity in our organisation, our education system and in all aspects of our society. Therefore, for recruitment into any HfL post, where we have 2 or more candidates of equal merit, candidates with protected characteristics will be given advantage over candidates

without such characteristics. This is sometimes referred to as a 'tie-breaker' and is referred to as 'positive action' in the Equality Act 2010.

To help us meet our high standards and aspirations of a fully diverse and inclusive workplace, we strongly encourage suitably qualified applicants from all backgrounds to apply and to join us.

Please note that if you are invited to interview, we will expect you to be prepared to discuss unconscious bias with us; we find these conversations more than any others give us all a good idea of what working together will be like.

## **Disclosure and Barring Service**

This post may be subject to full pre-employment checks and is exempt from the Rehabilitation of Offenders Act 1974. Please note that additional information referring to the Disclosure and Barring Service is in the guidance notes to the application form. If you are invited to an interview you will receive more information.

## **Health and safety**

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

## **Intellectual property rights**

It is a contractual requirement of all employees of HfL to protect the intellectual, property rights of the company and to adhere to our company policy with regard to IP.

## **APPLICATION PROCESS**

For an informal discussion regarding the role, please contact Jen Ogilvie, Head of Modern Governor via email at [Jennifer.ogilvie@hertsforlearning.co.uk](mailto:Jennifer.ogilvie@hertsforlearning.co.uk) and provide your mobile no. so a mutually convenient time can be arranged to discuss the role.

To apply, please download and complete the HfL application form along with the supporting statement, explaining how you meet the requirements of the job outline and person specification. We would also love to hear why you are interested in becoming part of the HfL team.

As part of our move towards eradicating unconscious bias within the recruitment process, we ask that you follow the guidance stated in the application forms and submit these in a word format to enable your application to be anonymised.

To help HfL make sure our policies and working practices are inclusive and non-discriminatory we would like you to complete the HfL equal opportunities form. This will not be stored with your application and will only be utilised by HR.

To submit your application or to discuss any recruitment queries please email our Central Recruitment Team on [hfl.recruitment@hertsforlearning.co.uk](mailto:hfl.recruitment@hertsforlearning.co.uk) or 01438 544439.

**Closing Date: 19<sup>th</sup> April 2022 at 9:00 am**

***Telephone Interviews: 26<sup>th</sup> April 2022***

**\*Interview Date: 2<sup>nd</sup> May 2022**

\*Please note that the interviews will be taking place remotely.