



Post	Learning Team Coordinator
Hours per week	35 hours per week with occasional evenings and weekend working
Contract Type	Permanent
Salary	£27,000 per annum
Location	Westway Trust, 1 Thorpe Close W10 5XL

The Westway Trust is a unique charity that stewards the resources of 23 acres of space under the Westway A40. In 2019, a local community campaign ensured that the Board of the Trust is now led by local people and the Westway Trust works together with the local community to enable North Kensington to thrive.

A new plan was created for the organisation. This plan set a new vision, mission and values and the Trust now has a clear transformation programme to achieve social, environmental, and economic wellbeing and justice. Our leadership team is testament to our values as we strive for excellence and to deliver our ambition, we work with a full range of stakeholders including around 80 Member Organisations. You can see the organisation's plan at: www.westway.org/about-us/horizon-plan/

The estate is home to more than three acres of public green space, 120 tenants including more than 20 charities and non-profit organisations, two sports and fitness facilities, 48 light industrial units, 4 car parks, 34 offices, 32 shops, and an Olympic-registered skate park.

We already receive more than one million visitors each year to the estate, and we want to expand the community, cultural, retail, sporting, and enterprise opportunities here together with improvements to the public realm so that it is a place the tenants and community is proud of, and even more visitors can enjoy.

Job Purpose

You will be a highly motivated and experienced Administrator providing responsive and efficient support to the Learning Team and its projects and activities as directed by the Learning Team managers. You will also proactively assist in finding practical solutions with team members and service users.

Your main base will be at Westway Trust (1 Thorpe Close), but certain activities, workshops and events could be held offsite; you will be required to facilitate and attend these.

Principal Accountabilities

The list below outlines the principal duties and tasks related to this role. This list is not intended to cover every responsibility as the Learning Team Coordinator will be expected to take ownership of the areas of accountability below and to develop them in line with the needs of the Trust.

Administrative Support

- Undertake administrative duties as directed by the Supplementary Schools Partnerships Manager and the Community Development Manager.
- Maintain information on records and databases as required
- Produce letters, reports, action sheets and documents, as necessary
- Set up meetings and take minutes, as required
- Assist with administrative tasks for project planning

- Manage administration associated with accreditation and awarding bodies for Quality Mark assessments as required
- Carry out administrative duties in relation to registers, cancellations, course documentation and course evaluations data
- Coordinate responses for outstanding stakeholder queries
- Assist with promotional tasks such as mail-outs and outbound progression calls, newsletter, and promotional events/open days
- Monitor office supplies inventory and place orders for learning team projects
- Process criminal record checks (DBS) for volunteers
- Coordination of all data management and impact reporting across team Programmes
- Support the Communications Team in developing and enhancing the communications and marketing strategies for the charity around Learning and Skills, including contributing to the Westway Trust and Westway Learning Twitter accounts and other social media and communication channels
- Assist with community events as required by agreement

Financial support

- Perform basic financial activities relating to processing payments
- Support the Learning Managers with financial processes (including raising POs, liaising with Accounts for invoices, and processing credit card statements)

Special projects support, for example:

- Undertake administrative duties for the Lords Trading Card Directory
- Keep the Westway Trust and Kensington & Chelsea Social Council (KCSC) service directories updated
- Undertake administrative duties for the after school club Mondays and Thursdays 4.30pm – 6.30pm and help out with activities such as art, reading, games.
- Help organise seasonal events, such as Easter, Halloween, Christmas parties

Other

- Attend relevant training events and meetings as required
- Promote equality and diversity, health and safety, safeguarding, quality and
- Support in creating an outstanding experience for service users and colleagues
- Able to work occasional evenings and weekends by agreement
- Any other duties as appropriate to the role.

Person Specification

You will need to have the right blend and balance of strong administration skills with excellent interpersonal and customer-facing skills, working for a charity supporting and enhancing the lives of people in the local community.

Skills/Experience/Knowledge required

- At least one years' administrative experience working in a busy office
- Strong customer service experience
- Experience of working in a customer-focused and/or community organisation
- Good organisational, prioritising and problem solving skills, with the resilience to work effectively under pressure
- Excellent interpersonal and communication skills
- Good command of written and spoken English
- Ability to provide a friendly and efficient service to the Learning Team Managers; learners and members of the community
- Experience of working with a high level of accuracy
- Is flexible, open to, and adapt to new ideas
- Can take the initiative to get things done and not afraid to make suggestions for continuous improvement

- Must have good **IT skills, including MS Office Word, Excel and Access**
- Be aware of and comply with policies and procedures relating to safeguarding; health and safety and security; confidentiality for all learners (adults, children and young people), and complete online training as required
- Commitment to living out the Westway Trust values including placing the community at the centre of all we do.
- Demonstrable understanding of, commitment to, and promotion of equality of opportunities, diversity and inclusion.

Desirable Skills/Experience

- Connection to or significant understanding of the local area and its social, cultural and political heritage would be highly desirable
- Experience of working within GDPR legislation
- Community work experience

The ideal candidate will demonstrate the Trust's Values — Courage, Equity, Integrity, Openness and Sustainability — at all times in their work and behaviours.