

<b>Job title</b>	<b>Learning and Engagement Assistant</b>
<b>Reporting to</b>	<b>Head of Learning and Engagement</b>
<b>Hours</b>	<b>37.5 per week term-time only (39 weeks)</b> <b>SHL will consider flexible working requests</b>
<b>Salary</b>	<b>£17,500 pro-rata per annum dependent on experience</b>
<b>Contract Type</b>	<b>Permanent</b>
<b>Department</b>	<b>Learning and Engagement</b>

A new and exciting opportunity has arisen to assist the Learning and Engagement department at The Silverstone Experience, a new visitor attraction opening summer 2019. This is a National Lottery Heritage Fund (NLP) funded role with a permanent contract.

### **Job Purpose**

To provide excellent, efficient administration for a busy learning and community engagement team. To play an active role in developing a reputation for a high quality, innovative learning and engagement activity.

### **Key Responsibilities**

- Respond to all school enquiries in a professional and timely manner ensuring that schools are given all the information they need to make a booking with us.
- Refer to our booking spreadsheet to ensure schools are accommodated on dates that have capacity.
- Process all school bookings ensuring schools provide all information requested and is then inputted onto our booking spreadsheet accurately.
- Send confirmation and other supplementary emails to schools following their booking and prior to their visit.
- Be the first point of contact for all school enquiries.
- Administer all financial procedures including raising invoice requests for schools and ensuring all incoming invoices are recorded and sent for payment in a timely manner, liaising with the Accounts Assistant when necessary.
- Regularly communicate with the operations team to ensure they are aware of arrival and exhibition entry times of school and community event groups.
- Assist in welcoming school groups to The Silverstone Experience.
- Work closely with the Learning Officer to ensure all bookings and bespoke programme enquiries are handed over for delivery or consideration.
- Take bookings and process payment for other learning and engagement events such as Home Educator Days, talks, lectures, school holiday and weekend activities.
- Support the planning and administration of regular events, supporting the Engagement Events Officer.
- Be the first point of contact for external calls and emails to the Learning and Engagement department, responding to any enquiries and signposting to the relevant members of staff when appropriate.
- To ensure the Studios are presentable, clean and tidy at all times.

- To support the gathering of monitoring and evaluation information as required, supporting departmental staff to gather data to produce regular reports.
- To maintain appropriate and relevant filing systems (both digital and paper based).
- To maintain the Learning and Engagement stakeholder database.
- To administrate, attend and minute all Advisory Boards including the community, young people and teacher panels.
- Undertake any other duties as reasonably requested by the line manager.
- Actively follow all SHL policies.

### Person Specification

Selection Criteria	Essential (E) Or Desirable (D)	Where Evidenced Application (A) Interview (I) Reference (R)
<b>Qualifications</b>		
Educated to GCSE level or equivalent	E	A
Evidence of formal training to suit this post i.e. administrative	D	A
<b>Experience, Knowledge and Skills</b>		
At least one year's experience working in an administrative role	E	A,I
Working knowledge of Microsoft Office products particularly Word, Outlook and Excel	E	A,I
Excellent written and verbal communication skills	E	A,I
Excellent organisational skills	E	I
Ability to work independently and to manage own time	E	I
Ability to work to deadlines and prioritise own workload	E	I

**Essential Requirements** are those, without which, a candidate would not be able to do the job.

**Desirable Requirements** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

**To apply please send a covering letter including your salary expectations and current notice period with your updated CV to [recruitment@silverstone-experience.co.uk](mailto:recruitment@silverstone-experience.co.uk) by 12 noon Wednesday 15<sup>th</sup> May. Interviews are scheduled to take place the week commencing 27<sup>th</sup> May.**