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Teaching School Hubs are local, school based organisations which co-ordinate teacher training and development for geographic areas. This includes training and support for teachers in the first 3 years of their career from initial teacher training to full qualification and leadership programmes. Teach West London serves the boroughs of Ealing, Hillingdon, Harrow and Hounslow and works closely with UCL to support a number of its programmes.

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**Job Title:** Teaching School Hub Administrator

**Salary:** Grade 5

**Line Manager:** Director of ITT

**Accountability Relationship:** Director(s) of ITT / Head of Teaching School Hub

**Supervisory Responsibility:** None

**Hours:** 2.5 days per week (with the option of additional hours through negotiation if required)

**Contract type:** Fixed term (September 2026 – August 2027)

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### **Main purposes of the job**

To support the operational systems within the Teaching School Hub in order to maintain high standards of delivery by:

- Supporting the delivery of Hub Programmes and Services
- Supporting recruitment of trainees

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### **Main responsibilities and tasks**

#### **Programme and Service Management**

#### **Administration**

##### **1) Supporting the delivery of Hub Programmes and Services, in particular ITT**

- Communicate effectively with Teaching School Hub schools, programme participants, leads/facilitators, school leads and/or programme partners.
- Ensure enquiries (email or phone calls) are responded to quickly (within 48hours) by managing phone calls and inboxes effectively and professionally.
- Ensure records are maintained in line with programme and service requirements.
- Manage participant changes (e.g. group swaps, deferrals, withdrawals, school changes)
- Support programme leads to organise and manage training events.
- Manage attendance tracking and reporting for facilitated sessions and/or training events.
- Create online feedback forms for facilitated session and/or training events and evaluate the responses.
- Manage Mosaic (ITT software) for trainees, mentors, placement schools and Teach West London ITT staff with support from Data team where required.
- Monitor the completion of half termly assessment tracking points.
- Monitor mentoring and completion of mentor training.

- Manage participant changes (e.g. deferrals, withdrawals, change of placement)
- Support with ILR (Individual Learner Record) submissions for apprentices.
- Support with managing second placements.
- Support with preparation for external moderation and Ofsted.
- Track and analyse data and create reports associated with ITT delivery e.g. attendance
- Support and attend training and events at other locations where required.
- Support Hub communications lead in effectively marketing Teaching School Hub programmes and services.
- Support with website updates.

## **2. Supporting recruitment of trainees**

- Support with management of ITT expressions of interest and applicant enquiries.
- Liaise with the shortlisted applicants to receive required documentation and arrange interviews.
- Liaise with partner schools to arrange interviews for shortlisted applicants.
- Support with documentation check days as required.

## **3. General Admin**

- To be aware of and comply with School policies and procedures, including those relating to child protection, health and safety, security, confidentiality and data protection, reporting all concerns to the appropriate person.
- To assist with the data collection required for the TSH's Lead Partner and DfE Key Performance Indicators (KPIs)
- To support with event management (booking rooms, catering, registers, comms with participants)
- To undertake similar duties, commensurate with the level of the post, at the discretion of the Head of Teaching School Hub.

### **Key measures of success**

- Feedback from ITT leads, applicants and partner schools show timely and effective communication
- All administrative processes are completed accurately and in a timely manner

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### **Signatures**

Signature of Manager: \_\_\_\_\_ Date: \_\_\_\_\_

Signature of Post-Holder: \_\_\_\_\_ Date: \_\_\_\_\_

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## Person Specification

| Education and Qualifications  | Essential | Desirable |
|---|-----------|-----------|
| GCSE passes at 'C' grade (or equivalent) or higher in English and Maths | ✓         |           |
| A Levels  | ✓         |           |
| University Degree   |           | ✓         |

| Knowledge and Experience  | Essential | Desirable |
|---|-----------|-----------|
| Intermediate / Advanced MS Office user, especially Excel                                | ✓         |           |
| Ability to communicate effectively with a wide range of stakeholders                    | ✓         |           |
| Excellent ICT skills including the use of MS Teams                                      | ✓         |           |
| Experience of working with data and creating reports accurately                         | ✓         |           |
| Experience / knowledge of Teaching Schools Hubs and their work                          |           | ✓         |
| Experience of using CRM   |           | ✓         |
| Experience / knowledge of initial teacher training provision and application processes. |           | ✓         |
| Experience / knowledge of managing online booking systems                               |           | ✓         |
| Experience of working in a customer service and support environment                     |           | ✓         |
| Experience of working within a school environment                                       |           | ✓         |

| Personal Qualities   | Essential | Desirable |
|--|-----------|-----------|
| Ability to build strong stakeholder relationships both external and internal   | ✓         |           |
| Professional attitude and approach to work   | ✓         |           |
| Ability to manage own time and take full responsibility for work   | ✓         |           |
| Ability to organise, plan and prioritise work, paying attention to detail  | ✓         |           |
| Flexibility to attend meetings and training sessions which may last longer than planned or be subject to last minute alterations | ✓         |           |
| Ability to communicate clearly and effectively with different audiences orally and in writing                                    | ✓         |           |
| Able to demonstrate discretion, confidentiality and commitment   | ✓         |           |
| Ability to work as part of a team and also independently   | ✓         |           |
| Excellent attendance and punctuality   | ✓         |           |
| A commitment to the ethos and values of the Trust and TSH  | ✓         |           |

**Key Terms and Conditions****Hours of work:**

Core hours are from 9.00am-4.30pm with a half an hour lunch break or as agreed with the Line Manager. This can be discussed at interview.