



Your job

Job Title: Business Administration Officer, Governor Services

Service: Education 0-19

Grade: 6

Reporting to: Senior Governance Support Officer

Governors and Trustees make a real difference to their schools and academies, and the children and families they serve.

The Governor Services Team offer support and training to school and academy Governors, Trustees and Headteachers within Wigan Borough and beyond.

Your job will be to manage all aspects of the administration, including financial management of the Governor Services Team.

As a buy-back service, our reputation is critical, and this role is vital to provide high levels of customer satisfaction from our service users. Internal communication is also an important part of this role.

You'll be working with a large and committed team of governance professionals who work hard to improve the quality of governance in our schools. Our service sits within the School Improvement Team in the Children and Young People's Directorate, and we contribute to the Excellence in Education Strategic Plan.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (UKGDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

In the next 12 months, you will:

- Provide line management to an administration clerk and a business administration apprentice.
- Effectively manage the Governor Services database and ensure reporting systems are in order.
- Effectively manage a communications programme for all those involved in governance.
- Manage the billing process for SLA's provided by the team and charges for additional support offered using the SLA on-line portal.
- Monitor budgets associated with the service and support effective budget planning.
- Be responsible for the organisation of a training programme for those involved in governance.
- Support the LA Governor appointment process.

On an ongoing basis you will:

- Develop and deliver training and support to external clerks.
- Be the first point of contact for general governance advice via e-mail and the Governor Services Helpline.
- Provide effective and efficient administration support.
- Be responsible for the management of all administration functions of the Governor Services Team.
- Contribute to the wider work of the Governor Services Team.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules.
- Have a professional approach to the role that gives confidence to members of the team and service users.
- Work with people from a wide range of socio-economic and educational backgrounds.
- Carry out research and take responsibility for your own learning
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need:

You must be able to demonstrate the following essential requirements:

- A minimum of 4 GCSEs A* to C or equivalent qualification.
- An NVQ Level 2 in administration or equivalent qualification.
- Experience of effectively working in an administrative environment with financial responsibilities.
- Experience of directing or mentoring staff.
- The ability to remain calm and work under pressure.
- Highly effective customer service skills.
- Excellent planning and organisational skills to provide timely support to other members of the team.
- A “can do” approach and a commitment to delivering a high-quality service to our service users.
- Excellent written and verbal skills with an ability to communicate and present information effectively.

Our Culture

For us, it’s not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	“ Take pride in all that you do and support and develop yourself and others. ”
Be Accountable	“ Be responsible for making things better, enabling change and supporting improvement. ”
Be Courageous	“ Be open to doing things differently and working collaboratively with others. ”
Be Kind	“ Be helpful, generous and thoughtful towards yourself and others. ”