



Your job

Job Title: Administration Officer

Service: Virtual School, Elective Home Education (EHE) & Children Missing Education (CME)

Grade: G5

Reporting to: EHE & CME Manager

As an Administration Officer you will provide essential support across the Virtual School, Children Missing Education (CME), and Elective Home Education (EHE) services. This is a fast-paced and varied position, requiring excellent organisational skills, confidence in the use of IT systems, and strong attention to detail to manage competing priorities and meet deadlines.

Working across teams, the postholder will play a key role in supporting statutory duties by maintaining accurate records, coordinating information, and acting as a first point of contact for enquiries from schools, professionals, parents/carers, and partner agencies. A high level of attention to detail and the ability to handle sensitive information in line with safeguarding and GDPR requirements is critical.

Over time, the successful candidate will develop a strong understanding of the statutory frameworks underpinning EHE, CME, and the Virtual School, alongside building effective working relationships across services and partner organisations.

The role involves providing high-quality administrative support, including maintaining case management systems, arranging and supporting meetings, taking minutes, supporting training coordination, and assisting with financial processes such as invoice handling.

Confidence in using a range of IT systems and the ability to adapt to evolving service demands will be key to success.

This is a term-time plus three weeks position within a hybrid working model. The postholder will be based at the Life Centre in Wigan for a minimum of two days per week, with flexibility to work from home on other days, although office-based working patterns may vary in line with service and project demands. The additional weeks will be agreed in line with service needs and must be worked within the school year.

This role requires a flexible, proactive approach and a commitment to continuous professional development, ensuring effective support across all three service areas

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:

- Develop a strong working knowledge of statutory duties relating to Elective Home Education, Children Missing Education, and the Virtual School.
- Build effective working relationships with internal teams, schools, professionals, parents/carers and partner agencies.
- Become confident in the use of relevant case management, tracking and recording systems.
- Support the effective coordination of safeguarding information and service activity across EHE, CME and the Virtual School.

On an ongoing basis you will:

- Provide high-quality administrative support across the EHE, CME and Virtual School services to support delivery of statutory responsibilities.

- Maintain accurate electronic case files, databases and tracking systems, including records relating to EHE pupils, children missing education, and looked-after and previously looked-after children.
- Act as a first point of contact for enquiries from schools, professionals, parents/carers and partner agencies, responding appropriately and signposting where necessary.
- Support safeguarding processes, including the secure handling and distribution of sensitive information.
- Arrange meetings, take accurate minutes, and manage correspondence and confidential documentation.
- Support the coordination and promotion of training delivered by services, including maintaining resources and materials.
- Assist with financial administration tasks and support, including regular and high-volume invoice processing and monitoring of service-related expenditure, particularly for the Virtual School Team.
- Respond to routine and ad hoc requests for information from managers and colleagues in a timely and professional manner.
- Support agile and flexible ways of working and utilise technology effectively to manage workloads.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules.
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In this job you will need:

You must be able to demonstrate the following essential requirements:

- NVQ Level 2 in Administration (or equivalent), or the ability to demonstrate equivalent knowledge, skills and experience.
- GCSE English and Mathematics (or equivalent) at a strong pass or above.
- Strong organisational skills with the ability to work accurately and with attention to detail.
- Experience of using a range of IT systems, including Microsoft Word, Excel, PowerPoint, Microsoft Teams and case management or record management systems.
- Ability to collate, analyse and present information clearly within agreed corporate templates.

- Experience of handling sensitive and confidential information in line with data protection requirements.
- Understanding of, or ability to quickly develop knowledge of, education services relating to EHE, CME and looked-after children.
- Good interpersonal skills and the ability to work collaboratively with colleagues across the council and wider partner agencies.
- Ability to manage your own workload, prioritise tasks effectively and adapt to changing demands.
- A commitment to continuous professional development and demonstrating TeamWigan behaviours.

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. ”