

THE TAVISTOCK INSTITUTE

JOB DESCRIPTION AND PERSON SPECIFICATION

JOB TITLE: Operations and Communications Apprentice

REPORTS TO: Senior Administrator

LOCATION: Tavistock Institute - London offices

CONDITIONS OF SERVICE

Salary	In line with national living wage
Standard Hours	9.30 am – 4.30 pm Monday to Friday <i>(Including one day for apprenticeship training course)</i>
Annual Leave	21.5 days per year, plus public holidays.
Other Benefits for the duration of the contract	Season ticket loan facility. Training and development opportunities are embedded within the role.
Contract duration	One year contract, with the possibility of extension

THE ROLE OF APPRENTICE: OVERALL JOB PURPOSE

To undertake a range of administrative, communications and junior research tasks to support the Institute staff in its core activities.

THE ROLE OF APPRENTICE: WORK CONTEXT

This is a support role intended to provide training and development opportunities for the post holder through exposure to a wide range of administrative tasks and responsibilities. The role involves working as part of a broader administrative group and attracts a range of duties including: welcome and hospitality of clients and visitors, reception duties; event administration for the lunchtime talks series, including recording and post production; supporting the e-Communications Manager in disseminating the Institute's work through various social media platforms. In particular this role will support the delivery of a range of events scheduled to run as part of our 70th Anniversary celebrations. There will also be the opportunity to be involved with new projects as they develop.

The role exists to provide support for activities across the Institute, including both its work in research, consultancy, and professional development, and its events and operations. This role involves working closely alongside other staff and as such requires flexibility, good communication and team working skills.

All Institute staff must observe the policies and procedures for HR, Health and Safety, Expenses and IT/Internet use.

PRINCIPAL ACCOUNTABILITIES

1. Provide support as required to staff across the Institute in negotiation with the Senior Administrator.
2. Digital Dissemination – helping to maintain our social media presence by:
 - creating/sourcing content for the Institute's channels social media channels (including promoting research projects and professional development courses)
 - Supporting Institute research and consultancy staff with queries about social media
 - Helping to develop digital communications solutions with the support of the e-Communications Manager
 - Assisting with email marketing projects and the development of website content

3. General administrative tasks including: Taking notes in meetings, arranging appointments and meetings, sending emails on behalf of other staff members and considering social media needs.
4. Client management: Accepting requests to join our networks and updating the email and contacts database with information received from colleagues.
5. Supporting the Lunchtime Talk Series through: promoting the talks online, responding to emails about the talks, setting up the room and recording and editing (audio and video – training will be given) the talks ready for upload to the website.
6. Reception cover including meeting and greeting visitors and operating the switchboard as well as other ad hoc tasks such as: dealing with the post and deliveries, undertaking catering arrangements, preparing rooms, arranging travel and accommodation for staff of the Institute, answering queries via telephone / e-mail
7. Understand and promote confidentiality with regard to Institute information.
8. Undertake a programme of study in agreement with the Head of Operations.
9. Any other tasks as required

ESSENTIAL CORE SKILLS AND EXPERIENCE REQUIRED

The post holder must have:

- A good general standard of education: GCSE passes in English and Maths, or their equivalent are essential. A levels would be an advantage.
- Interest and use of social media channels
- Basic computer skills, with a working knowledge of Microsoft Word, Excel, Access, and Microsoft Outlook or other email application.
- Good written English
- Accurate typing abilities.
- Experience of web searching is essential, but specific training will be given.

PERSON SPECIFICATION

1. Is willing and able to learn new skills and assimilate new information.
2. Displays willingness to help, and takes a positive approach to requests for assistance.
3. Has a strong aptitude for and enjoys communication
4. Behaves in a professional manner and with a proactive approach.
5. Projects a confident, professional manner and dresses appropriately for the role.
6. Is punctual in order to ensure coverage for the post throughout the day.
7. Is co-operative with, and supportive to, other members of staff.
8. Is self-managing and calm under pressure, and is able to exercise initiative and judgement.
9. Is able to communicate simply, effectively and diplomatically to a diverse audience in many different situations.
10. Is able to act on own initiative and works flexibly to ensure continuity of operations.
11. Able to ask for help where necessary.