

Position	STEM Hub Administrator
Reports To	STEM Contracts Manager

PURPOSE

The post holder will support activity delivered through the various funded STEM related programmes with specific relation to the STEM Ambassador Hub Programme delivered by RTC on behalf of STEM Learning. This role will include the effective communication of project objectives and goals to schools, ambassadors as well as regional partners and stakeholders. The Programme Administrator will specifically support the STEM Partner and Stakeholder Executive and the wider STEM team with reference to the effective communication, awareness and understanding of the STEM agenda to regional businesses, stakeholders and partners. This post raises the profile of the North East STEM Hub, ambassadors, wider STEM Programmes and the provision of quality interaction in schools and businesses across the Northeast region.

DESCRIPTION

- Develop and provide effective use of RTC CRM system and STEM Learning platform updates. Ensure system is up to date and effective e.g., inbox enquiries, compliance with SL platform and systems. Work with designated SL staff to improve the system and process
- Client liaison (STEM Ambassadors primarily but support with schools, non-school groups, partners and stakeholders) and smooth running of the programme e.g., activity updates, DBS, industry support for event recruitment, Ambassador recruitment, induction and training
- Developing, coordinating and roll out of effective marketing of the programme and recruitment drives for new clients – use of LinkedIn, Facebook, Twitter etc
- Provide a main point of contact for all enquiries regarding the STEM Hub contract
- Chase clients for essential information for the contract e.g., activity updates, DBS, feedback and demonstration of activity etc
- Developing, coordinating and maintaining effective relationships with external experts e.g. STEM Ambassadors/ mentors, school contacts, non-school group contacts etc
- Provide a point of contact for all STEM Hub enquiries and inbox
- Activity impact analysis for the STEM Hub contract
- Support for Hub Partner and Stakeholder executive in the smooth running of STEM Ambassador Hub platform – DBS support, incompletes, new sign-up interaction, activity updates etc
- Administrative and reporting support for Head of Function / STEM Contracts Manager
- Purchase order system to support Hub partner and Stakeholder Executive
- Liaise with Marketing team re events and social media opportunities

Specific Role Requirements

	<i>Essential</i>	<i>Desirable</i>
Skills/Training	<p>Ability to develop, coordinate and maintain stakeholder networks, partnerships and/or multi-agency projects</p> <p>Good understanding of partner platforms and databases - STEM Ambassador Hub Platform for STEM Learning Contract</p> <p>Understanding of procedures and pressures of working directly with businesses</p>	<p>Good understanding of the STEM sectors including drivers and skills</p> <p>Delivering presentations</p> <p>Sales and marketing skills</p>
Experience	<p>Experience of event and/or project management</p> <p>Knowledge of business environment requirements</p> <p>Experience of introducing systems and procedures</p>	<p>Experience of working with volunteers</p> <p>Experience working with teachers and understanding of school pressures</p> <p>Experience of social media platforms and marketing</p> <p>Experience of delivering presentations</p>
Other	<p>A full driving licence and willingness to travel and work outside normal business hours</p>	

• MINIMUM COMPETENCY LEVELS REQUIRED

Teamworking	Level 2 A good team player and rapport-builder	<ul style="list-style-type: none"> • Recognises when help is needed and willingly offers support • Accepts responsibility for team objectives and is willing to offer suggestions based on factual information • Has a positive view of the team and can adjust style depending on audience • Is credible and accepts that others have a valid point of view and shows respect for others' intelligence • Passes relevant leads to other programmes
Organisation	Level 2 Plans specific activities effectively	<ul style="list-style-type: none"> • Plans time effectively – develops clear and realistic timeframes • Takes follow up action when required • Priorities/re-prioritises work appropriately • Monitors work activity against plan and takes remedial action when necessary to deliver what is required on time • Co-ordinates and organises others
Building Trust	Level 1 Demonstrates respect and honesty	<ul style="list-style-type: none"> • Is fair, consistent, open, and honest in the treatment of others • Only gives commitments that can be met and ensures these are honoured • Has respect for the knowledge and experience of others and listens to their concerns • Consistently treats others in the same way as they would like to be treated • Is approachable and patient • Is aware of the feelings of others • Quality obsessed – ensures that all data gathered and input onto relevant systems is complete and accurate
Embracing Change	Level 2 Responds positively to change	<ul style="list-style-type: none"> • Responds enthusiastically to new ways of working, including looking at alternative solutions and looks for self-development opportunities • Applies previous knowledge and experience to determine final solution • Finds ways to build on changes and personalise for own area • Can move from one project to another without being fazed • Open-minded and accepts change which challenges established ways of working • Understands client needs and identifies potential barriers and solutions to overcome them

