

Project Officer

Job description

Job title:	Project Officer
Reports to:	Project Manager
Responsible for:	No direct reports

Overview of SSAT

Schools can be the most inspiring communities on earth, but there can be many pressures that stifle their potential. SSAT is a membership organisation enabling ambitious schools to break through by thinking differently. We help with our knowledge of what works in schools, our world leading CPD programmes and our thriving networks of school leaders and teachers – the most extensive in the country.

At SSAT we're committed to:

- putting customers first and knowing our members well
- a membership offer that's highly relevant and value for money for all schools
- providing high-quality professional development programmes in areas including leadership, teaching and learning and curriculum
- developing a high-performing, enthusiastic team who collaborate to maximise the knowledge and skills of all colleagues

To work at SSAT you should be committed to:

- working together to achieve the organisation's objectives
- contribute to and follow SSAT processes and systems to put our customers, schools and teachers first

The role of Project Officer

SSAT Project Officers provide project support across a range of projects. The role is varied and involves maintaining a flexible approach whilst undertaking tasks which range from administrative work to the day-to-day organisation and delivery of projects, and delegated project management responsibility where appropriate. At the heart of the role is communicating with our member schools and the highest level of customer service standards are required at all times.

Key Accountabilities

- To set up, use and / or edit project plans and other project documentation as required.
- To ensure that SSAT processes and procedures are used consistently and at the same time to be proactive in identifying more efficient ways of working and working with project managers to help implement this if appropriate.
- To set up appropriate tracking and monitoring systems for all project work as required.
- To effectively prioritise and manage own workload and diary commitments so that deadlines are met as specified within agreed project plans.
- To ensure that all contact with customers whether face to face or through telephone calls, emails or social media is managed with the highest levels of customer service skills and that ownership is taken of any queries and any issues are escalated where needed.

- To ensure that all interactions with customers are recorded in SSAT's CRM system in line with agreed SSAT protocols.
- To maintain and support CRM data collection and analysis activities across projects, including data about our members, our products and services and financial data.
- To use a variety of software packages such as Word, Outlook, PowerPoint etc to produce correspondence and documentation for internal and / or external audiences ensuring they are error-free and comply with SSAT branding and style guidelines.
- To work within a matrix resourcing structure providing support across a number of projects demonstrating excellent team working skills and knowledge sharing.
- To attend events and meetings as required (with the requirement on occasion to travel), working at all times to ensure that all customers feel valued and have a positive experience at SSAT events and meetings.
- To be aware of and maintain commercial confidentiality at all times.
- To support projects by having a broad understanding of the work of SSAT and major developments in education policy and practice.
- To support marketing activities which may include drafting copy, market analysis and research
- To take delegated project management responsibility as appropriate and as requested by a Project Manager.
- To record business information in SSAT systems of record (e.g. CRM) in line with agreed SSAT protocols.

Person Specification

- Demonstrable administrative experience gained within an office environment, either via paid or voluntary work.
- Ability to work quickly, responsively and with an openness to embrace new idea and ways of working.
- Ability to prioritise tasks effectively and work on initiative.
- Ability to work and contribute to a team as well as working autonomously.
- Excellent IT skills, including use of databases, and MS Office suite (particularly Word, Excel, PowerPoint).
- Excellent customer service skills.
- Excellent verbal communication skills, written and numeracy skills appropriate to a wide range of audiences and at all levels within the organisation.
- Previous experience in the education sector and / or a membership orientated environment is desirable.
- Previous experience of organising events is desirable.

This job description is not exhaustive and you may be required to undertake other tasks as required.