Example of an Innovate Dorset Operations Job Role.

Job Title: Administrator

Department: Operations

Reports To: Finance and Operations Manager

Purpose of the Role

As an Administrator at Innovate, you will play a key role in supporting the smooth and efficient day-to-day operations of the organisation. This includes a wide range of administrative duties, as well as the opportunity to contribute to specialised projects based on your skills and interests—such as creative design, internal communications, or social media management.

You are expected to maintain a strong understanding of the company's mission, values, and goals, and to actively promote these within the team and wider community.

Key Responsibilities

- Serve as a first point of contact by answering incoming calls and making outbound calls to parents, local authorities, and external agencies.
- Review referrals and prepare quotes for prospective funding bodies as required.
- Learn and effectively use internal systems and software.
- Provide administrative support to various departments as needed.
- Perform general clerical duties including filing, scanning, proofreading, auditing records, managing shared folders and databases, and distributing documents such as reports and timetables.
- Assist in the creation and maintenance of company policies and procedures.
- Conduct research and recommend suitable training opportunities for staff and young people; contribute to the development of training materials when required.
- Draft, review, and send correspondence to internal staff and external stakeholders under managerial direction.
- Support marketing initiatives by designing promotional materials, updating the company website, and managing social media content.
- Help maintain a clean, organised, and well-stocked office environment.
- Adhere to all company policies and procedures, including the Code of Conduct, Safeguarding Policy, and Health and Safety regulations.

Additional Duties

- Supporting the examination and assessment process.
- Participating in EHCP meetings and Annual Reviews.

- Managing Young Person Profiles (YPPs) and End of Term Reports.
- Assisting the Business Manager with finance-related tasks such as invoice processing.
- Compiling and distributing reports and attendance records.
- Communicating scheduling updates to staff.

General Notes

This job description is not exhaustive and may evolve over time to reflect the needs of the organisation. You may be required to undertake additional duties as reasonably requested.