



SUPPORT ASSISTANT JOB SPECIFICATION

Assessment360 is an organisation that supports teachers in their assessment of children in schools across the United Kingdom. We have a history of creating ground-breaking online tools and assessment frameworks while providing quality support to all users.

As a small company, we offer the successful candidate a supportive working environment. We are located in the centre of Birmingham with good transport links, however we do also support flexible remote based working.

We pride ourselves on our great flexibility and lifestyle-friendly ethos.

Vacancy Type

Permanent - Term Time Only (Full Time/Part Time)

We are looking for a candidate who is available (at a minimum) to work 30h per week during term time. The full-time hours for this role are 37.5h per week. Applicants not available for at least 30h per week term time will not be considered.

We are a family-friendly organisation, and the working pattern can be flexible, but must be agreed with your line manager.

Location

204 Scott House
The Custard Factory
Gibb Street
Birmingham
B9 4AA

Assessment360 is supportive of flexible remote work arrangements but expects that you will attend your place of work at least once a month on a date agreed by the Chief Operating Officer.

Salary and Benefits

£20,500 per annum FTE, depending on relevant experience. Staff are entitled to 30 days annual leave FTE, with additional leave accrued for long service.

There is also the opportunity for optional enrolment in the company pension scheme.

Job Description

Working with the Support Team, the successful candidate will support, train and advise teachers and senior school leaders in the use of the 360 suite of assessment systems. This role might be of particular interest to someone with experience in the teaching profession, or someone with a keen interest in education.

Responsibilities will include, but are not limited to:

- answering queries from school leaders and classroom teachers by email and telephone;
- carefully and accurately processing assessment data for schools;
- using and maintaining internal systems such as the CRM;
- testing of the suite of assessment systems;
- performing any other tasks requested by managers to meet organisational objectives.

Person Specification

<i>Essential</i>	<i>Desirable</i>
<ul style="list-style-type: none">• able to communicate clearly, accurately and respectfully• possess the attention to detail necessary to consistently produce high-quality, professional work• competent user of PCs and Windows 10 and newer versions• competent user of smartphones and tablet devices• familiarity with modern web systems• strong experience working with Microsoft Word and Microsoft Excel• a general understanding of how data is managed• able to learn quickly and independently• experience in customer service or another public-facing role• experience working as a part of a team• the desire to work in a small team	<ul style="list-style-type: none">• experience working in a primary school classroom• a university degree classification 2:1 or above (or equivalent), in any discipline,• hold a current DBS check• knowledge and experience of the advanced features of Microsoft Word, Microsoft Excel and their Google equivalents• experience using CRM systems• experience working within a small organisation• able to read, write and speak Welsh

Additional Requirements

Any offer of employment is subject to satisfactory references.

The successful candidate will be subject to a 6-month probation period.

Application Process

Please submit your CV with a cover letter to **hr@assessment360.org** explaining why you would be suitable for this role, and state your preferred working pattern.