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| **Job title: Administrator** | **Status:** Permanent |
| **Team:** Administration and Reception | **Reports to: Lead Administrator** |
|  | **Direct reports:** N/A |
| **Department:**  Administration | **Departmental budget holder:** N/A |

**Position context:**

**Our purpose:** To inspire our family of schools to provide opportunities for our pupils, staff and leaders to be the best they can be; to create a passion for lifelong learning; to enable our pupils to become confident and impactful world citizens.

**Position purpose:**

The Postholder will be a member of the school support and reception staff. They will be one of a team responsible for making sure that the efficient and effective organisation and administration of school processes, procedures and policies delivers the best possible service to all stakeholders. They will also be responsible for providing exemplary customer service at reception.

The Postholder will be a point of contact and will, therefore, be expected to demonstrate exemplary customer service to both internal and external customers.

The Postholder will be first aid trained and will be responsible for providing first aid as required.

The Postholder may be required to provide cover for other members of staff during periods of staff absence.

**Position accountabilities:**

| **Accountability** | **Key activities** |
| --- | --- |
| Strategy | * + Is aware of and understands the ELAT Vison, Mission and Values   + Can clearly describe how Bower Park Academy fits into the ELAT family. |
| Delivery | * + To provide an effective and efficient customer service through communication, the provision of services and dealing with and resolving enquiries, problems and complaints.   + To provide a timely, support and administration service to the Academy members.   + To provide an exemplary reception service.   + Be part of a team who will be first aid trained and administer first aid as required.   + To assist with general welfare of all visitors, staff and students.   + To co-ordinate the receipt and dispatch of messages, post and deliveries (including sorting and distribution of incoming messages, post and deliveries).   + To undertake filing, photocopying and reprographic work as required.   + To assist with school events as required.   + Any other duties appertaining to this grade. |
| Reception Roles and Responsibilities | * + To be part of a team who are the first point of contact for both telephone and face-to-face enquiries and provide exemplary customer service.   + To ensure school security arrangements are always complied with, including the issue of visitor badges and management of the visitors’ book.   + To accept and sign for deliveries as appropriate.   + Welcome visitors to the school and provide immediate refreshment.   + Calls to parents/carers as required.   + To be responsible for the sorting and distributing of incoming post and the sending of outgoing post, including the purchase of stamps and crediting of the franking machine.   + Organise Student Ambassadors on a daily basis, ensuring all messages and items are delivered to students and staff as required. |
| Other Roles and Responsibilities | The Postholder will be required to undertake other Roles and Responsibilities. These duties will vary and will be agreed with the Office Manager/Lead Administrator or a member of the Senior Leadership Team. These Roles and Responsibilities will be reviewed regularly and may be subject to change as the needs of the Academy change. |
| People Management/ Organisational Development | * + To fully take part in the Trust’s performance management system.   + To complete school-based induction and any training required to improve performance. To maintain the required level of Continued Professional Development for the role.   + To work in accordance with the values of the school, particularly with regard to promoting positive attitudes towards tolerance and respect for other people.   + To work in accordance with school policies and procedures. |
| Information Management and Reporting | * + To use computerised management information systems and/or paper-based filing systems to enter, record and retrieve data, supply information in response to requests and make reports and returns required by a variety of different sources.   + To use, develop and maintain accurate and up-to-date school databases to retrieve, enter, extract and output information |
| Data Protection | * + All staff have a responsibility under the 2018 (GDPR) Data Protection Act to ensure that their activities comply with the Data Protection Principles. Staff should not disclose personal data outside the Trust’s procedures, or use personal data held on others for their own purposes. |
| Health and Safety | * + Hold personal responsibility to avoid action that could threaten the health or safety of themselves, other employees, customers or members of the public.   + To ensure First Aid is covered at all times. |
| Good Citizenship | * + Holds personal accountability in ensuring continual focus on enhancing the staff and pupil experience through actions, words and behaviour. Our pupils are the most important members of our institution and must be treated as such. |
| Other Roles and Responsibilities | The Postholder will be required to undertake other Roles and Responsibilities. These duties will vary and will be agreed with the Office Manager/Lead Administrator or a member of the Senior Leadership Team. These Roles and Responsibilities will be reviewed regularly and may be subject to change as the needs of the Academy change.  Admin   * + Student Leadership Support   + Detention administration.   + Jack Petchey Co-ordinator.   + Educational Visits Co-ordinator.   + Primary liaison administration.   + Exam Officer support.   + Occasional cover for other roles (e.g. Cover and Attendance)   + Cover.   + Leave of Absence requests.   + ICT room bookings.   Attendance   * + Admin support to the Attendance Officer.   + First-day absence calling, truancy monitoring and other absence calls.   Medical   * + Lead First Aider.   + Immunisations/Vaccinations – Organise and liaise with nurses all immunisations, collate consent forms, complete spreadsheet, student timetables and staff to be involved on the day.   + Collate statistics on first aid and report any health and safety issues to the Borough.   + Monitor administration and storage of medications and medical testing equipment within the office.   + Health Care Plans – Review and update. Liaise with school nurse. |

**Key Stakeholders:**

*Internal:*

School SLT

School Department/ Pastoral Leads

Pupils

*External:*

Parents / Carers

***Bower Park Academy is committed to safeguarding and promoting the welfare of children and young people. All Adults who work at the school must share this commitment to young people.***

*The job description sets out the main duties of the post. The Postholder is required to take on any other reasonable tasks at the discretion of the Principal, which will change as the Academy develops. These responsibilities will be discussed annually as part of the Postholder’s Annual Performance Review and are subject to review.*

**Knowledge, skill and experience requirements**

*Essential:*

* Ability to organise one’s own work, to prioritise tasks and keep to deadlines.
* Ability to work independently and support the work of the team.
* Ability to be flexible and respond effectively to the “unexpected”.
* Ability to work with a high level of accuracy and precision.
* Ability to communicate and interact effectively with adults, children and young people.
* Awareness of sensitive information and the need for confidentiality.
* Ability to follow directions given by members of the school management team.
* Willingness and motivation to develop own skills.
* An understanding of health, safety and security/safeguarding issues in schools.
* Basic ICT skills, including Office, internet and email.
* GCSE at level A-C in English and Maths (or equivalent).
* Basic First Aid experience or qualification (or willingness to learn).

*Desirable:*

* An awareness of statutory and non-statutory guidance relating to admissions and attendance.
* ICT certificate to evidence ICT skills.
* Knowledge of SIMs and other databases.
* NVQ Level II or equivalent qualification in Office Skills.
* First Aid at Work Certificate.
* Experience, on a voluntary or paid basis, in an office or customer service environment.

**Key behaviours:**

Demonstrate and role model Trust values which are:

* ***Passion***
* ***Respect***
* ***Inclusion***
* ***Challenge***
* ***Openness***