

JOB DESCRIPTION

Job Title:	Administration Officer
Grade:	6
Salary:	SCP 20 – SCP 24
Conditions of Service:	Support Staff Contract of Employment
Responsible to:	Headteacher / Strategic Operations Manager

Statement of Purpose

Under the direction of Senior Staff, liaise with appropriate leaders, colleagues, contractors, and other third parties to ensure the effective operation of the school. Responsible for the organisation and delivery of a full administration service within the school and for and on behalf of the Headteacher.

General Responsibilities

- Answer routine and complex telephone calls, face-to-face enquiries, meet, and greet visitors as required.
- Monitor incoming emails professionally and respond to email enquiries in accordance with procedures and policy as required.
- Assist in the collection and maintenance of all school data, which includes but is not limited to photo consent, admission data, biometric data. ParentPay, Cunningham's, insight, PS Connect.
- Responsible for the collection and retrieval of appropriate data in order to produce appropriate reports to support the Executive Headteacher and Academy Council.
- Maintain administrative processes and procedures to ensure that efficient systems and procedures are in place and maintained.
- Assist and support in the development of online and published resources for the school including on the website and social media
- Assist in the development and publishing of marketing materials and newsletters.
- Support the SLT as required with the maintenance and development of the school resources and planning.
- Support other key staff members within the school with administration planning and organisation.
- Support the Strategic Operations Manager with the oversight and administration of policies, ensuring timely reviews take place in line with statutory, Trust and school requirements.
- Be a point of contact for Teachers and support staff in order that 'people' queries can be managed effectively.
- Attend meetings as required, providing a minute taking/note taking service in order to ensure that all actions are recorded accordingly.
- Fulfil the general duties of the administration office, which will include the procurement of stationery, photocopying, filing and ensuring an efficient administration system is maintained.
- Be a point of contact for the leadership team and respond on behalf of the them where appropriate.
- Oversee the school's cover practices, including the allocation and administration associated with this.

Support to the Trust (this list is not exhaustive and should reflect the ethos of the school)

- Promote and safeguard the welfare of children and young persons you are responsible for or come into contact with.
- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Be aware of, support and ensure equal opportunities for all.
- Contribute to the overall ethos/work/aims of the Trust.
- Appreciate and support the role of other professionals.
- Attend and participate in relevant meetings as required.
- Participate in training and other learning activities and performance development as required.
- Assist with pupil needs as appropriate during the school day, including completing duties at key points in the day.
- Ensure confidentiality is maintained at all times in conjunction with the requirements of the GDPR and relevant confidentiality policies of the school.
- Responsible for the Health and Safety of yourself and that of any other person who may be affected.

Note

The job holder will be expected to undertake any other duties which are not specifically listed but are within the remit, responsibility and accountability of the job.

Person Specification

Minimum criteria for two Ticks	Criteria	Measured by APP/I/AS S
	Experience <ul style="list-style-type: none"> Significant (typically 3-5 years) experience working in an office environment undertaking administrative activities. 	APP/I
	Qualifications/Training <ul style="list-style-type: none"> NVQ Level 3 administration/customer service or equivalent qualification or experience in a relevant discipline. 	I
	Knowledge/Skills <ul style="list-style-type: none"> Effective use of ICT and other specialist equipment. (Microsoft Office) Some experience and knowledge of website maintenance and social media Able to interpret policies/codes of practice and have worked previously to policy guidelines. Excellent ICT skills. (excel, Microsoft office) Ability to work constructively and flexibly as part of a team, understanding school roles and responsibilities and your own position within these. Methodical and has good attention to detail Numeracy skills. Ability to relate well to children and to adults. Methodical with good attention to detail. Excellent communication skills. (written and verbal) Good organisation skills. Ability to prioritise effectively. 	APP/I

	Behavioural Attributes <ul style="list-style-type: none"> • Customer focused. • Has a professional and respectful approach, which demonstrates support and shows mutual respect. • Can demonstrate active listening skills. • Takes responsibility and accountability. • Committed to the needs of the pupils, parents and other stakeholders. • Demonstrates a positive attitude including suggesting solutions, participating, trusting and encouraging others and achieving expectations. • Is committed to the provision and improvement of quality service provision. 	APP / I
	<ul style="list-style-type: none"> • Is adaptable to change/embraces and welcomes change. • Is enthusiastic and decisive. • Communicates effectively. • Has the ability to learn from experiences and challenges. • Is committed to the continuous development of self and others by keeping up to date and sharing knowledge, encouraging new ideas, seeking new opportunities and challenges, open to ideas and developing new skills. 	

MEASURED BY KEY:

APP = Application form ASS = Assessment activities I = Formal interview In addition to candidates' ability to perform the duties of the post, the interview will explore issues relating to safeguarding and promoting the welfare of children including:

- Motivation to work with children and young people
- Ability to form and maintain appropriate relationships and personal boundaries with children and young people
- Attitudes to the use of authority and maintaining discipline
- The post holder will be required to have an enhanced DBS check



If a disabled person meets the criteria indicated by the 'Two Ticks' symbol and provides evidence of this on their application form they will be guaranteed an interview.

JC – 05/03/2024

Note This job description and person specification conforms to the Shaw Education Trust job evaluation standards and cannot be amended/updated without SET HR approval.