

Job Description & Person Specification

Administrator

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| **Job Description** |
| Job Title: | Administrator |
| Pay Grade / Scale / Range: | Scale 4 SCP 7 – 11  |
| Benefits & Perks: | Flexible Working, occupational pension scheme, occupational sickness scheme, health scheme |
| Working hours: | 36 hours 40 minutes per week* Term Time plus 5 days

Hours: 8am - 4pm  |
| Location: | You may be required to work at any site of the New Bridge MAT |
| Special circumstances: | Some out-of-hours working required at busy times, specifically up to 6 occasions per year to attend Governor’s meetings until 7pm. |
| Staff responsible to: | Head Teacher / School Business Manager |
| Staff responsible for: | None |
| Accountable to: | CEO |
| Probationary period: | 26 working weeks |



# Job Purpose

Responsible to the Head Teacher / School Business Manager the post holder will typically have specific responsibilities for the administration of pupil and parent information and will undertake general clerical, administrative, financial and whole school organisational support responsibilities as required and commensurate with the post.

This role has various key tasks which are broken down below:

# Reception and Customer Service

1. Welcome visitors to the organisation, ensuring health and safety and safeguarding procedures are followed, such as the signing in/out of a register, issuing badges/passes or escorting visitors as required.
2. Undertake reception duties, answering routine telephone and face-to-face enquiries, taking messages and forwarding them on to the relevant person as required.
3. Undertake front-of-house duties, ensuring meeting rooms are readily available and refreshments are provided for all meetings and training courses.
4. Respond to queries from pupils, parent/carers, staff and external organisations, and for those that cannot be resolved immediately, take messages and forward on to the most appropriate person as required.
5. Undertake word processing including letters, reports, and work which utilises other ICT packages such as databases, spreadsheets, presentations.
6. Responsible for ensuring the parents and visitors noticeboard is kept up to date with all event/training information including staff photographs.
7. Provide and organise general clerical support as and when needed e.g. photocopying, filing, emailing, completing forms, dealing with mail and responding to correspondence.
8. Develop and maintain a good working relationship with governors, teachers, support staff, parents and the young people.

# Administration

1. Provide a dedicated administrative support for bespoke groups, such as word processing including letters, reports and schedules, and work which utilises other ICT packages such as database, spreadsheets, formatting presentations or research on the internet.
2. Ensure that the school database is kept up to date by entering all new pupils on the school MIS, ensuring all relevant documentation is uploaded and that the funding information is accurate on the MIS.
3. Be able to create and keep pupil records up to date, accurate and safely stored and ensure that all archived documents are correctly dated and labelled with the contents and the safe storage of such files.
4. Ensure that a welcome pack and relevant forms are sent to new families in a timely manner.
5. Support with the school census is kept up to date adhering to strict timelines.
6. Ensure that the pupil attendance register is printed each day.
7. Ensure that the MIS is kept up to date with exclusions, attendance registers and pupil/parent information.
8. Support with exclusion paperwork sent home and to the local authority in a timely manner and liaise with the Head/Assistant Head in relation to all exclusions.
9. Take minutes, as required.
10. Ensure that pupil files are securely transferred to other schools at the end of each academic year.
11. Support with arrangements for sending out reports, letters to parents such as trip letters, parents’ evening letters, ParentPay arrears letters, options booklets and collate any responses received.
12. Provide dedicated administrative support for parents’ evenings, coffee mornings, super learning days, sports awards, sports day, prom and any other event held within school which will include sending home letters, collating replies, liaising with the Head/|Assistant Head.
13. Support with dedicated administrative support for residentials and trips including sending letters home, creating an accurate database that can be used for data analysis and ensuring correct documentation is received from parents such as medical information.
14. Support with liaising with external companies to arrange events for the school and/or outside of school.
15. Ensure an accurate record on specific visits to the school such as parents’ evenings, open evenings/mornings that can be used for data analysis.
16. Respond to parents in relation to school matters, providing copies of EHCP’s as requested.
17. Support with year 6 to year 7 transitions and admissions, including: welcome packs, social stories, chasing outstanding documents and forms i.e. medication, managing parent visits to school and booking these in with SLT, order lunch choices on transition days.
18. Generate Unique Learning Numbers (ULN) for year pupils.
19. Collate medical and health care appointment letters for pupils from parents/NHS/SALT etc, scan and save to pupil folders and communicate appointment details to the staff team
20. Manage the booking of Education Psychologist meetings in school, liaising with families, SLT and other relevant parties involved
21. Manage other ad-hoc referrals – i.e. Occupational Therapist and provide information to external agencies i.e. Positive Steps, when requested
22. Collate parental consent forms i.e. hydrotherapy, social media consent etc, scan and put on pupil profile
23. Working with parents and families to sign up to Class Dojo, following up invitations from class team
24. Book school tours with external agencies and families and allocate to staff
25. Assist with college applications where family support is requested
26. Arrange parent tours at New Bridge College and Tameside College for year 11 pupils

# ParentPay

1. Support with ParentPay where cover is required

# School Meals

1. Ensure menus are distributed and dinners are entered onto the MIS.
2. Liaise with the School Business Manager in planning the Christmas dinner, ensuring that letters are sent home to families and external agencies regarding Christmas dinner and collate the replies and liaise with the school cook on numbers and arrangements.

# star-trek-ghostBreakfast Club, After School Club & Holiday Club

1. Ensure that letters, activities and timetables are sent home in a timely manner.
2. Ensure that all requests are passed on to the relevant member of staff in a timely manner.
3. Ensure that medical forms are passed on to the health team.

# Health & Safety

1. Responsible for liaising with the School Business Manager and caretakers in relation to health and safety and logging jobs on the helpdesk for the site team.
2. Responsible for ensuring the contents of the ‘grab bag’ are audited in a timely manner and that any concerns are highlighted.

# Financial

1. Support with placing orders with suppliers ensuring best value for services and supplies, ensuring that the necessary consent is received from the budget holder.
2. Support with all deliveries to the school ensuring that they are booked onto the school database and delivered to the named person in a timely manner.
3. Support with liaising with the finance team regarding any concerns or queries in relation to orders and deliveries.

# Internal Management Boards

1. Provide dedicated administrative support to the Head/Assistant Head including preparing papers to make sure they are readily available for the Internal Management Board and termly Invitational meetings.
2. Be responsible for ensuring that the agenda and supporting documentation is sent out to all concerned in a timely manner, via GovernorHub.
3. Be responsible for taking minutes at the Internal Management Board meetings and working alongside the Head/Assistant Head, ensuring that a one-page profile is drafted in a timely manner.

## Governors

1. Responsible for ensuring that the agenda and supporting documentation is sent out to Governors in a timely manner.
2. Responsible for ensuring that Governors’ details are amended as required and updated on the MIS and school website.
3. Be the first port of call for Governors to the school.
4. Responsible for ensuring that Governors are aware of key dates/events that are happening within the school and the Multi Academy Trust, updating the GovernorHub accordingly. Ensure invites to meetings and events are sent via GovernorHub.
5. Support with onboarding of new Governors.
6. Responsible for uploading documents to the GovernorHub in a timely manner.
7. Attendance at Local Governing Board Meetings (LGB) and Governor Conferences, 6 times per year.



1. Prepare and provide refreshments for onsite Governor meetings.

# Standard Duties

1. Undertake pupil welfare duties, looking after sick pupils, administering basic first aid as necessary and liaising with parents/staff in accordance with the organisation’s procedures. This role could include administering first aid to other members of staff.
2. Participate in the promotion and marketing of the school.
3. Understand the importance of inclusion, equality and diversity, both when working with pupils and with colleagues, and promote equal opportunities for all.
4. Uphold and promote the values and the ethos of the organisation.
5. Implement and uphold the policies, procedures and codes of practice of the organisation, including those relating to customer care, finance, data protection, ICT, health and safety, anti-bullying and safeguarding/child protection.
6. Take a pro-active approach to health and safety, working with others in the organisation to minimise and mitigate potential hazards and risks, and actively contribute to security

e.g. challenging a stranger on the premises.

1. Participate in and engage with workplace learning and development opportunities subject to the organisation’s training plan, working to continually improve own performance and that of the team/Group.
2. Attend and participate in relevant meetings as appropriate and assist with parents’ evening and open evenings.
3. Be responsible for own continuing professional development and undertake appropriate courses of training.
4. Maintain confidentiality of information acquired while undertaking duties for the organisation.
5. Assist with the operation of supply cover as required i.e. tours of the school and induction
6. Undertake any other additional duties commensurate with the grade of the post.

# Contacts

Pupils, staff, parents, carers, guardians, governors, outside agencies and visitors to the organisation

# Our organisation is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and post holders to share this commitment. For child protection purposes an enhanced disclosure will be required for this post.

**PLEASE SUBMIT EVIDENCE OF PREVIOUS EXPERIENCE, SKILLS AND ABILITIES ONLY AGAINST THE CRITERIA EMBOLDENED BELOW**

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| **Person Specification** |
| star-trek-ghost**Selection Criteria Essential** | **Selection Criteria Desirable** | **Assessed By** |
| **Education and Qualifications** |
|  | NVQ Level 2 or 3 in | AF |
| Literacy and Numeracy Skills | Business |  |
|  | Administration |  |
|   Willingness to obtain basic first aid certificate | First aid certificate | AF / I |
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| **Experience** |
| Experience of using computer packages for word processing, spreadsheets, databases, emails and researching information | Experience of working within a school in anadministrative/business support capacity | AF / I |
| Experience of undertaking a wide range of office-based administration and clerical tasks, including financial procedures and responsibilities |  | AF / I |
| Experience of taking minutes or the willingness to learn |  | AF / I |
| Experience of undertaking reception duties and providing high levels of customer care |  | AF / I |
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| Experience of team-working to work effectively with others and meet deadlines and goalsExperience of following instructions, procedures and policies |  | AF / I AF / I |
| **Skills and Abilities** |
| Communication skills to deliver polite, courteous and efficient customer service, in person and over the telephoneWritten communication skills to take accurate messages, passing them on to others and to take accurate minutesInitiative to respond to unexpected problems using recognised procedures and policies as a guideOrganisational skills to work under pressure to complete tasks to deadlines, re-prioritising own workload if necessary |  | AF / IAF / IAF / IAF / I |
| **Knowledge** |
| Understanding of the type of activities which take place within the school office and an appreciation of the administration needed to give effective support for the schoolUnderstanding of data protection and the need to keep information confidentialUnderstanding why safeguarding is important when working with children and young people |  | AF / IAF / I AF / I |
| Work circumstances |
| To work occasionally out of hours to support school functions |  | I |

*Abbreviations:* AF = Application Form; I = Interview


## N.B. Any candidate with a disability who meets the essential criteria will be guaranteed an interview