



Shaw  
Education  
Trust



# Careers

at Shaw Education Trust



<b>Job Title:</b>	<b>Administration Assistant (Secondary)</b>
<b>Grade:</b>	<b>6</b>
<b>SCP:</b>	<b>SCP 20 – SCP 24</b>
<b>Conditions of Service:</b>	<b>Support Staff Contract</b>
<b>Responsible to:</b>	<b>Headteacher</b>

## Job 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, including Trust's central services teams. Responsible for the organisation and delivery of a full administration service within the school and for and on behalf of the Headteacher.

These duties and responsibilities should be regarded as neither exhaustive nor exclusive as the post holder may be required to undertake other reasonably determined duties and responsibilities commensurate with the grading of the post.

## Key Responsibilities

### General Duties

- Answer routine and complex telephone calls, face-to-face enquiries, meet, and greet visitors as required.
- Support to ensure all examinations are administered in line with national guidance.
- Liaise with Trust Data Manager.
- Assist with the preparation of forms, e.g. estimated grade sheets to be sent to exam boards.
- Collate departmental examination results and extract data.
- 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
- Responsible for the collection and retrieval of data in order to produce appropriate reports as required
- 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 SLT with the oversight and administration of school 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 directed 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 them where appropriate.

- Oversee the school's cover practices, including the allocation and administration associated with this.
- Provide advice and guidance to staff, pupils and others as required.
- Administer first aid as appropriate.
- Line management responsibility of a small team of staff (between two and five).
- Liaise between managers/teaching staff and support staff.
- Hold regular team meetings with support staff, which include advisory and informative content.
- Undertake safer recruitment/induction/appraisal/training/mentoring of other staff.
- Contribute to the planning, development and organisation of support service systems/procedures/policies.
- Supervise, train and develop staff as appropriate.
- Manage school pupil admissions and appeals in accordance with appropriate procedures.
- Undertake arrangements for new staff appointments
- Undertake appropriate payroll processing information, including maintaining an appropriate audit trail for all payroll contracts, variations and time sheets etc.
- Undertake other confidential administration, e.g. Performance Management, staff personnel files, staff absence
- Completion of reports and returns relating to staff. e.g. absence, contract variations,
- Undertake appropriate payroll processing information, including maintaining an appropriate audit trail for all contracts, variations etc
- Responsible for assessing and distributing mail/email for the Senior Leadership Team.
- Responsible for making and receiving telephone calls for the Principal as requested, and take telephone messages as required.
- Responsible for the Single Central Record information, accuracy and updates.
- Responsible for the accurate maintenance of personnel files for the school.
- Responsible for the full administration of payroll submission and associated systems.
- To attend staff meetings, take notes, prepare and distribute these and place a copy on the staffroom notice board.
- Undertake confidential admin for the Headteacher and other members of the leadership team e.g. appraisal forms.
- Manage administration of facilities including use of school premises.
- Booking contractor visits on behalf of the site team and if necessary, attend, personnel visiting the site e.g. contractors, representatives of utilities (gas, electric) and ensure compliant paperwork is completed for the visit.
- Assists with scheduling and maintenance tracking of repair work on minibus and managing paperwork for vehicles and drivers.
- Manage complex administrative procedures.
- Ensure accident procedures followed, and reports documented or escalated to relevant person.

#### **Support to Pupils, Parents and the Community**

- Organise school trips/events etc.
- Manage uniform/snack/other 'shops' within the school.
- Provide advice and guidance to staff, pupils and others.
- Parent payment systems.
- Parent mailing system.
- To assist with first day absence calls and support the attendance team.
- Liaise with parents to obtain information as necessary.
- Basic first aid.

**Support to School** (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.
- Ensure all pupils have equal access to opportunities to learn and develop.
- Appreciate and support the role of other professionals.
- Contribute to the overall ethos/work/aims of the school.
- Attend and participate in relevant meetings as required.
- Participate in training and other learning activities and performance development as required.
- Contribute to the achievement of the school's objectives.
- **Promote inclusion and acceptance of all pupils within the school.**
- Establish good working relationships with pupils, acting as a role model and setting high expectations.
- Be aware of, support and ensure equal opportunities for all.
- Assist with pupil needs as appropriate during the school day.

**Safeguarding**

- Take responsibility for promoting the safety and welfare of all pupils.
- Report all concerns to an appropriate person.
- Co-operate and work with relevant agencies to protect children.
- Ensure all statutory requirements are adhered to, including prevention.

***This job description is not prescriptive, nor necessarily a comprehensive definition of the position.***

***Notwithstanding the duties in this job description, you will be expected to undertake any other duties and tasks which are not specifically listed but are within the scope and remit of this post to ensure the effective delivery and development of the service.***

## Qualifications and Experience

**Qualifications/Training**

- NVQ 3 Business and Administration or equivalent qualification or experience in relevant discipline.
- Significant (typically 3-5 years) experience working in an office environment undertaking administrative activities.

**Experience / Knowledge / Skills**

- Very good numeracy/literacy skills.
- 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
- Ability to relate well to children and to adults.
- Excellent communication skills. (written and verbal)

- Good organising, planning and prioritising skills.

**Codification of expected norms and behaviours**

<b>Leadership, of self and others</b>		
<b>Attitude</b>	<b>Aptitude</b>	<b>Functional Capability</b>
<ul style="list-style-type: none"> <li>• Build relationships between yourself and the team, and between team members.</li> <li>• Unify not divide the team, promote a culture of respect.</li> <li>• Manage conflict well and pro-actively.</li> <li>• Embrace and welcome accountability of self, and for team.</li> <li>• Care for the well-being of your team/colleagues.</li> <li>• Support the retention of good staff by creating a positive culture around workforce development and team communities.</li> <li>• Ensure good communication amongst your team and the wider organisation as appropriate.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure effective workforce development and training for self and all, including coaching and mentoring.</li> <li>• Spot and nurture talent – in yourself and in others.</li> <li>• Positively engage in development opportunities and aptitude development.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure clear roles and accountabilities for the team are well understood.</li> <li>• Develop and promote mutual accountability between colleagues in the team.</li> <li>• Deploy staff and resources effectively across the team.</li> <li>• Manage the workload of self and team.</li> <li>• Know your team(s)/colleagues well.</li> </ul>
<b>Model our values and behaviours</b>		
<b>Attitude</b>	<b>Aptitude</b>	<b>Functional Capability</b>
<ul style="list-style-type: none"> <li>• Build trust within your teams and across the Trust.</li> <li>• Create and contribute to a psychologically safe environment so staff can work and flourish within your team and across the Trust.</li> <li>• Value compassion</li> <li>• Encourage a can-do approach personally and across your team.</li> </ul>	<ul style="list-style-type: none"> <li>• Be self-reflective on your own strengths and be proactive in seeking support (via colleagues, reading or CPD) to understand any areas for improvement and ensure your development in these.</li> </ul>	<ul style="list-style-type: none"> <li>• Display professional credibility to team, peers, and trustees.</li> </ul>

<ul style="list-style-type: none"> <li>• Positively challenge poor behaviour and call it out.</li> <li>• Be highly and consistently visible across the organisation and within your team.</li> <li>• Demonstrate a consistent approach and calmness.</li> </ul>		
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**Motivate and inspire**

<b>Attitude</b>	<b>Aptitude</b>	<b>Functional Capability</b>
<ul style="list-style-type: none"> <li>• Celebrate and acknowledge success of self and others.</li> <li>• Show and demonstrate the value of others – create an abundance culture where all can be successful without threat or competition.</li> <li>• Demonstrate drive and ambition for self, team and Trust.</li> </ul>	<ul style="list-style-type: none"> <li>• Engage in wider networking, development opportunities and/or reading to gain inspiration and personal motivation.</li> <li>• Understand and share your ‘why’ – and revisit it regularly.</li> </ul>	<ul style="list-style-type: none"> <li>• Communicate a precise and clear vision.</li> <li>• Set the journey ahead which is understood by all.</li> <li>• Evidence sharp goal setting and achievement.</li> <li>• Ensure errors, oversights and mistakes are rare.</li> </ul>

**Reflection**

<b>Attitude</b>	<b>Aptitude</b>	<b>Functional Capability</b>
<ul style="list-style-type: none"> <li>• Demonstrate transparency and integrity within team and across the Trust.</li> <li>• Accept responsibility and be vulnerable, avoid a blame culture.</li> </ul>	<ul style="list-style-type: none"> <li>• Take time to know yourself and engage in self-reflection and learning.</li> <li>• Ask thoughtful questions and seek the truth.</li> <li>• Give and accept feedback.</li> </ul>	<ul style="list-style-type: none"> <li>• Encourage your team to reflect on efficiency and effectiveness, striving to gain a constantly improving approach.</li> </ul>

**Secure accountability by giving tools to succeed by...**

<b>Attitude</b>	<b>Aptitude</b>	<b>Functional Capability</b>
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<ul style="list-style-type: none"> <li>• Giving generously with your time.</li> <li>• Ensuring 1:1 meetings are useful and effective in driving improvement.</li> <li>• Providing support and removing barriers to success.</li> <li>• Be true to your word, if you say you will do something, do it.</li> </ul>	<ul style="list-style-type: none"> <li>• Have high expectations of yourself and others, seek out best practice.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensuring absolute clarity in terms of expectation and ‘the ask’.</li> <li>• Allocating resources effectively to support KPI delivery.</li> <li>• Be willing and able to have challenging conversations.</li> </ul>
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**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 13.08.2024**

***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.***