



## **JOB DESCRIPTION**

**Title:** Cover Coordinator and Business Support Administrator

**Grade:** TPLTSS 4

### **Main purpose of the role**

Organise cover for absent teachers on a daily, weekly and termly basis ensuring that correct procedures are followed.

Provide administrative support to work as part of a team providing a comprehensive business support service for the academy

To act as an integral part of the academy team, and as such to make a professional contribution to the overall aims of the academy, working within agreed policies and procedures

### **Main Duties and Responsibilities**

#### **Organise Cover**

Organise cover in relation to teaching and pastoral duties or absent teachers in line with the academy policy for internal cover and Cover Supervisors.

Organise the appropriate deployment of teachers, supply staff and cover supervisors to cover absences and emergencies.

Provide staff with cover details at the start of the day and when emergencies occur by updating the desktop cover information.

Ensure supply staff are familiar with academy procedures including emergency evacuation procedures and health and safety, as well as academy procedures such as behaviour for learning.

Distribute cover work to relevant personnel.

Act as the main point of contact for any problems that may occur with cover

Monitor the effectiveness of supply staff as per academy policies and procedures. Inform line manager of any concerns.

#### **Office Administration**

Provide administrative support to staff, ensuring all aspects of communication is sent to parents/carers in an accurate, timely and consistent fashion. This may include information to be provided by letter, e mail and text.

Provide administrative support to the teaching and support staff, to include undertaking routine clerical and typing work in support of the role. Provide administrative support for them in addition to all other areas of the academy under the direction of their line manager.

Use initiative to plan, prioritise and organise own workload to produce documents using Microsoft Office Programmes

Answer the telephone, taking messages, referring as appropriate and providing straightforward information/responding to routine enquiries.

Run reports from SIMS on an adhoc basis as requested by the Operations Manager.

Input information and retrieve information from databases and records in standard reports.

Maintain records and filing systems, such as compliance works for accurate, easy retrieval and in accordance with data compliance legislation.

Photocopy, collate and distribute internal and external mailing campaigns

Collating, franking and despatching Post

Liaise with the TPLT Central Business team, including the HR and finance teams.

Work closely with the TPLT HR team to ensure that sickness absence information is accurately reported to payroll in a timely manner.

Other admin tasks commensurate with the grade of the role.

### **Review and develop own professional practice**

Develop and maintain effectiveness as a member of the academy staff by taking responsibility for own continuing professional development by training needs as appropriate and working with your line manager to meet those needs.

### **General Support for the Academy**

Provide occasional cover for the receptionist in their absence acting as first point of contact for all incoming telephone calls to the academy, responding to enquiries, taking messages or re-directing callers, within own discretion.

Provide cover for absent colleagues where required.

### **General**

This job only contains the main duties relating to this post and does not describe in detail the tasks required to carry them out. This job description may be amended at any time following discussion between the line manager and member of staff and may be reviewed annually.

### **Work Demands**

Able to work to strict deadlines but also be flexible to deal with changing priorities and unforeseen circumstances which could be lengthy to resolve.

Periods of concentration will be involved to ensure compliance documents and policies are accurate and produced to a high standard.

Ensure that strict confidentiality is maintained at all times.

### **Physical Demands**

Normal physical effort required.

### **Working Conditions**

Role is office based.

May involve dealing with challenging situations which can require conflict resolution and dealing with emotive situations.

### **General Expectations**

Develop and maintain working relationships with other professionals.

Contribute to the management of student behaviour and security.

Review and develop own professional practice.

### **Expectations of Jobholder**

Be aware of and comply with Trust policies as well as individual academy policies and procedures.

Be committed to safeguarding and promoting the welfare of children and young people.

Ensure that the equal opportunities policy is adhered to and promoted in all aspects of the post holder's work.

Ensure effective quality control and continuous improvement in all aspects of the work and responsibilities attached to this post.

Demonstrate professionalism towards sensitive and confidential information.

Comply with and promote Health and Safety policies and procedures and to undertake recommended Health and Safety training as and when necessary.

Commit to professional self-development, through participation in in-service training as necessary for the successful carrying out of the job.

Undertake such other duties as are commensurate with the grade of the post.

Support the Trust's sustainability ambitions to reduce our carbon footprint and to act as responsible global citizens by reducing energy consumption and waste production at our schools.

### **Supervision and Work planning**

Works under the supervision of the Assistant Academy Operations Manager.

### **Supervisory responsibility**

No supervisory responsibility.

### **Skills/Qualifications**

Please refer to the Person Specification for full details. Please note all original qualification certificates will need to be presented on the day of interview for verification and production of these certificates forms part of the conditional offer checks.

### Person Specification

**Job Title:** Cover Coordinator and Business Support Administrator

<b>Assessment criteria</b>	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	A minimum of 5 GCSEs or equivalent including English and Maths at grade C or above	An NVQ in Business administration or equivalent  First Aid Qualification
<b>Experience</b>	Previous administrative experience in a busy environment.	
<b>Skills</b>	<p>Ability to work to deadlines</p> <p>Ability to form good working relationships with colleagues</p> <p>Strong written communication skills</p> <p>Strong attention to detail</p> <p>Flexible and adaptable</p> <p>Ability to prioritise workload under pressure</p> <p>Reliable and self-motivated</p> <p>Competent IT skills including word processing, spreadsheets and powerpoint.</p>	
<b>Equality</b>	<p>An understanding, acceptance and commitment to the fundamental principles of an equal opportunities.</p> <p>To work in a way that promotes equality of opportunity and respect for diversity.</p>	

**Safeguarding**

Evidence of a commitment to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.

To work in a way that promote the safety and well-being of children and young people.