

# Parent Services Administrator

## Information for Candidates



Wolfreton School and Sixth Form College  
Well Lane  
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East Riding of Yorkshire  
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Dear Applicant

Wolfreton School and Sixth Form College is a large and forward-thinking school and a proud member of The Consortium Academy Trust (TCAT). We are a friendly and ambitious community and we recognise the impact of exceptional staff in further developing our positive and engaged student body, to enable them to achieve their ambitions.

In 2016 we moved into our new single site, purpose-built school. With state-of-the-art facilities and a real commitment to the values encapsulated in our strapline, 'The Wolfreton Way – Excellence, Endeavour and Respect', the school is at an exciting stage of its development, continuing to move forward and take advantage of the many opportunities afforded to us through our people and our partnerships with others.

This is an exciting opportunity for an energetic and dynamic individual to join our support staff team. The successful candidate will maintain effective partnership working between the school and parents\carers and will be based within the Administration Team in the school office ensuring an efficient, effective and proactive service is provided. The successful candidate will be responsible for promoting efficient and effective parent communications and the organisation of parent\carer events across the school ensuring they are planned and well organised.

The successful candidate should have extensive knowledge of administrative systems and software, be proactive in developing and improving systems and have the ability maintain excellent working relationships with all stakeholders. Further information on the skills, qualifications and experience required are detailed in the job description and person specification contained in this pack.

You will find information about the school, the role and the application process in this pack. Please visit our website [www.wolfreton.co.uk](http://www.wolfreton.co.uk) for further information about Wolfreton School and Sixth Form College.

Yours faithfully

*Shkukuc.*

Susanne Kukuc  
Headteacher

## Our Vision and Values

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At Wolfreton we are motivated by our Vision and Mission, that everyone is able to achieve their ambitions.

### Our Vision

Igniting Fires, Expanding  
Horizons,  
Achieving Ambitions

### Our Mission

We aim to enable everyone to fulfil their potential, providing the foundations for them to excel in all that they do and to move forward, prepared to achieve their ambitions.

### Our Values

#### Excellence

We aim to INSPIRE –  
to be the best that we can be

#### Endeavour

To promote the qualities of  
DETERMINATION and COURAGE

#### Respect

We are firm advocates of  
FRIENDSHIP and EQUALITY

### Our Goals

<b>Create</b>	An inclusive caring environment that enables every student to enjoy learning and achieve their academic potential.
<b>Prepare</b>	Responsible young adults who value learning, helping them to make a positive contribution to society.
<b>Develop</b>	Self-confidence, motivation, aspiration and commitment in every student, celebrating all achievements.
<b>Respect</b>	Every young person's right to learn while encouraging them to stay safe, be healthy and enjoy equal opportunities.
<b>Provide</b>	All students with a broad and balanced curriculum, enabling them to develop and achieve economic well-being.

## General School Information

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Wolfreton is a large comprehensive school with over 1500 students on roll, including 200 in the Sixth Form. We are a successful school with a positive and engaged student body and a dedicated and talented staff.

The school is set in the attractive leafy suburbs of the East Riding of Yorkshire close to the Wolds and only seven miles from the market town of Beverley. The catchment area covers the pleasant residential districts of Willerby, Kirk Ella and Anlaby in the East Riding of Yorkshire. These are relatively affluent areas with good quality housing and access to varied leisure opportunities. Proximity to the M62 ensures easy access to the motorway network and other major cities in Yorkshire and beyond.

Historically Wolfreton was a split-site school, however in August 2016 we took possession of our new single site school. Having had the opportunity to work with the design team and construction company during the build period, many have had an input into the new school building and its facilities. This has ensured that the building really can deliver. Staff and students alike are now enjoying the benefits of high-quality accommodation, equipped with the latest technology and specialist facilities that are amongst the best in the region.

Wolfreton is a good and ambitious school. Having been graded in Good in our Section 5 Inspection in all areas in 2013, this was endorsed again when they most recently inspected the school in October 2021. Motivated by our Vision and Values, we aspire for great things and continue to work to secure further improvements across the school. Staff are ambitious and students are too; students are keen to work with staff and take advantage of the many opportunities they are offered.

At Wolfreton students and staff enjoy the benefits that being part of a large school affords them. Our school Houses ensure that all students are known as individuals and our faculties and support staff teams ensure that everyone is part of their own team, as well as being part of the School team and wider Trust.

Our students have access to a broad and balanced curriculum and specialist teaching ensures that engagement and progress can continue to increase for all. To deliver this the school maintains a disciplined and well-organised environment. We have high standards of school dress and have clear expectations on punctuality, attendance and behaviour. Our students are positive and respond well in all aspects of school life.

The Sixth Form College is focussed on providing high quality teaching and care to secure the best achievement and outcomes for all. As a school, we have a long history of partnership working in this area, being a part of 'The Consortium Sixth Form', a long-standing and successful sixth form partnership with two other local schools who are now also part of The Consortium Academy Trust. Students are able to study at Wolfreton as well as having the option to study subjects at one of the other Consortium Sixth Forms. The Sixth Form has a dedicated suite of teaching rooms and facilities within the building, giving it a bespoke Sixth Form College feel in this area. Sixth Form students play a full roll in the life of the school, but equally will continue to enjoy the advantages of this dedicated provision.

Wolfreton teachers are known for their caring approach with all students and we are committed to providing strong and effective pastoral support. Our established House system creates a smaller family feel in a large school. Each tutor group belongs to one of our five Houses, with tutors in this team led by a Head of House who is a member of the teaching staff, and a non-teaching House Pastoral Manager. Heads of House are committed to developing the ethos of their House. As well as recognising successes, they focus on student progress and lead valued opportunities to work collaboratively through inter-house competition and charity challenges across the House and the school.

As a school we firmly believe opportunities and experiences play a huge role in enabling young people to develop their skills and attributes beyond the classroom. The school prides itself on the wide range of extra-curricular opportunities offered to our students. Annually, students take part in over 250 teams, clubs, and events. Staff give a great amount of time to these and the students and school have achieved many accolades in the widest range of fields.

The school has a strong community ethos. We have built close links with employers and have developed links both nationally and internationally. We also support many charity initiatives and have good relationships with community partners.

Wolfreton remains a popular choice for secondary education. Our annual intake of 270 students is taken mainly from five neighbouring primary schools, with whom we have excellent and close relationships. We are also committed to high quality induction and ongoing training and staff development.

## The Consortium Academy Trust

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In September 2017, Wolfreton School and Sixth Form College, along with Cottingham Academy Trust and The Hessle Academy Community Trust founded a new multi academy trust, 'The Consortium Academy Trust'. The schools have a shared history of over 25 years of working together through our Consortium Sixth Form partnership. In September 2018, Howden School joined the Trust, shortly followed by Holderness School and Sixth Form and most recently Winifred Holtby School. Croxby Primary joined in October 2017 followed by Keyingham Primary.

The Trust has been developed in order to provide a platform to deliver high quality educational experiences for the children and young people within our local community, to enhance and improve their life chances and enable them to make substantial and sustained contributions to society. We will achieve this building a strong, regional offer that supports the educational aspirations of current and future generations while providing excellent careers opportunities for staff.

The Consortium School Trust:

- Promotes excellence for all learners
- Actively encourages shared working, adopting common approaches where it is in the best interests of learners
- Establishes robust and transparent systems of accountability

The Consortium Academy Trust (TCAT) currently comprises of five secondary schools, two primary schools and one through school with over 8000 learners and a 1300 strong team of staff.

## Staff Development

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A commitment to investing in all of our people including through professional learning opportunities is a priority of both Wolfreton and of The Consortium Academy Trust. We know that, in order to deliver continued high-quality educational experiences for our young people, our staff need to be well-trained, dedicated, energised and happy. In addition, we expect everyone in our school to want to get better for the simple reason that we believe from students, to teachers, to support staff, to senior leaders, the motivation of continuous personal development is both beneficial and personally satisfying. To that end, our CPDL programme encourages staff to take responsibility for their own developmental priorities, fully supported by the SLT, Faculty Leaders and Support Staff Leaders.

As a school we recognise the value of investing in staff development and the impact this has on new and experienced teachers, aspirant and developing leaders and ultimately our young people and their experience in school. Our approach includes a wide range of opportunities to meet individuals' differing and developing interest, needs and aspirations.

*The information here provides a brief overview of the school, please refer to our website [www.wolfreton.co.uk](http://www.wolfreton.co.uk) for full information on all aspects of Wolfreton School and Sixth Form College*

## Job Description

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**Job Title:** Parent Services Administrator

**Pay Scale:** NJC Scale 6 - £17,757 (Actual Prorata Salary)

**Work Pattern:** 37 hours per week (Term-time plus 12 days)

Monday to Thursday 8.00am to 4.15pm (with a 45 minute lunch break)  
Friday 8.00am to 3.45pm (with a 45 minute lunch break)

**Contract:** Permanent  
Term-time plus 12 days

**Reporting To:** Office Manager

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### Main purpose of the role

This is a parent facing role to ensure:

- effective partnership working between the school and parents that meets needs.
- to promote and maintain efficient and effective parent communication.
- that parents' events run across the school are organised and well planned.

### Specific duties and responsibilities:

#### 1. Administration

- Provide administrative support to notify parents of detentions by text or telephone through the communication system.
- Book meetings for parents with the Pastoral Team as required
- Liaise with external agencies to produce key school documents including but not limited to Parent Handbook, Student Planner, Student Yearbook.
- Provide administration support to the Pastoral Team as required.
- Assist with and take minutes at parent meetings as appropriate (sometimes outside school hours)

#### 2. Record and Resource Management

- Maintain the parent communication tracker and ensure response timely response in line with agreed framework.
- Organise and track catering overdrafts through School Gateway and the catering cashless system, Fusion, ensuring payments and information is transferred between the two systems. Communicate with parents and staff as required.

- Track music lesson provision for students and coordinate School Gateway payment items, liaising with the Music Department and Central Finance Team as required. Communicate with parents as required.
- Issue parental surveys and collate parents' responses.
- Work closely with the Operations Manager\Office Manager to understand requirements for stock photography in line with school's reputational image, instructing photographers accordingly and ensuring compliance with photographic consents. Manage assets for key school documents and the website.
- Track home to school transport complaints and liaise with East Riding of Yorkshire Council and the Operations Manager with any concerns.

### **3. Event Organisation and Support**

- Setting up parent evenings using the parents evening booking system, monitoring activity and be the link for parent and staff enquiries. Producing appointment lists for teaching staff as required.
- Provide analysis on parent engagement with the booking and communication systems and events for Senior Leadership Team (SLT).
- Producing and maintaining an event planner for the organisation of school events, working closely with the Office Manager and Operations Manager. Ensure the organisation of event requirements where necessary including but not limited to administrative, catering, premises, data team and displays.
- Support transition activities by working with the Transition Team.
- Organising the annual school photographs, group and individual bookings working with the Data team for upload into the MIS system.
- Co-ordinate parent events as required and support the Attendance Team to improve engagement amongst hard-to-reach families.

### **4. Systems and Communication**

- Establish an in-depth knowledge of the parent communication and the parent evening booking systems and promote parent usage.
- Co-ordinate and setup of all School Gateway items in line with the Educational Visits protocol and resources for sale, liaising with the Central Services Finance Team regarding budget codes, purchases made and visit costing forms.
- Support the Senior Leadership Team (SLT), Attendance Manager and wider Pastoral Team to develop effective communication methods to reach disengaged families.

### **5. Other**

- Coordinate the allocation of vouchers to parents under the instruction of the Operations Manager including but not limited to Uniform provision from local suppliers, free school meal vouchers.
- Always ensure compliance with GDPR regulations and work with the Operations Manager on student subject access requests
- As a member of the Administration Team, respond to support the team at exceptionally busy periods as required and undertaking any other duties and tasks appropriate to the grade of the post and level of responsibility.
- Contribute to the overall ethos/work/aims of the school.
- Develop constructive relationships and communication with all staff and other agencies/professionals.
- Participate in training and other learning activities and performance development as required.
- Recognising own strengths and areas of expertise and use these to advise and support others.



- Provide first aid care for students/staff/visitors with minor injuries and liaise with parents/next of kin as required. Ensuring accuracy of input into first aid records following the provision of any care.
- As a member of support staff, contribute to the Fire Evacuation procedures acting as a sweeper for a key area when required.

### **Expectations**

The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility. This job description will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder

Wolfreton has high expectations of all its employees to ensure that they provide a professional service to our young people and the community. The post-holder will contribute to the school's objectives in service delivery by:

- The post holder must be committed to safeguarding and promoting the welfare of children and young people and the post holder should prioritise the safeguarding of young people at all times.
- The Health and Safety at Work etc. Act, 1974 and other associated legislation places responsibilities for the health and safety on all employees. Therefore, it is the postholder's responsibility to take reasonable care for health and safety and welfare of him/herself and other employees in accordance with legislation.
- The above duties may involve having access to information of a confidential nature which may be covered by the GDPR. Confidentiality must be maintained at all times.
- Operating at all times within the School's Equal Opportunities framework.
- Acknowledging customer care and quality initiatives.

Appraisal Targets will be aspirational and set on an annual basis in discussion with the Line Manager.

### **As a member of staff of The Consortium School Trust**

- Role model appropriate behaviours within a professional environment including conduct, communication and personal appearance.
- Demonstrate a commitment to Restorative Practices.
- Role model high levels of literacy and numeracy including modelling appropriate language.
- Have high expectations of learners.
- Aspire to develop your professional skills and qualifications.
- Use all forms of social media appropriately.
- Take responsibility for the reputational management of the Trust schools.
- Contribute to systems of evaluation and performance of the organisation positively.

<b>Employee signature:</b>			
<b>Print Name:</b>		<b>Date:</b>	



THE CONSORTIUM  
ACADEMY TRUST



## Person Specification

Job Title: Parent Services Administrator

Category	Essential	Desirable	Evidence
<b>Qualifications and Training</b>	<ul style="list-style-type: none"> <li>GCSE Maths and English to grade C (or equivalent)</li> <li>Substantial experience of using computerised systems and/or ECDL qualification or other equivalent recognised qualification</li> </ul>	<ul style="list-style-type: none"> <li>First Aid at Work Qualification</li> <li>NVQ Level 4 in Business Administration or related area</li> </ul>	Application form / interview
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience of using effective administrative and clerical systems in a busy office</li> <li>Developing, managing and operating administrative and organisational systems</li> <li>Experience of dealing with confidentiality and ability to deal appropriately with sensitive or difficult situations</li> <li>Experience of working within a fast-paced office environment</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working within a school environment</li> <li>Experience of collating, analysing and evaluating data</li> </ul>	Application form / interview
<b>Skills, Knowledge and Aptitude</b>	<ul style="list-style-type: none"> <li>Excellent verbal and written communication skills and capable of conversing directly with external customers, senior management and contractors.</li> <li>Outstanding ability with ICT including Microsoft 365 and SharePoint</li> <li>Excellent customer service skills.</li> <li>Professional manner, building and maintaining strong working relationships with staff, and stakeholders.</li> <li>Excellent organisational and administrative skills.</li> <li>Knowledge of and ability to apply GDPR regulations</li> <li>Excellent attention to detail to ensure accuracy.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of school information systems e.g Arbor, Schoolcomms.</li> </ul>	Application form / interview
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>To be able to work as part of a team and build positive relationships</li> <li>To display the highest levels of integrity and complete trustworthiness and discretion</li> <li>Be a problem solver, and to be able to reflect upon one's own practice</li> <li>Willingness to support the life of the school including school events</li> <li>Have an excellent punctuality and attendance record</li> <li>Be of smart professional appearance</li> </ul>		Interview

	<ul style="list-style-type: none"> <li>• Flexible, versatile and self-motivated</li> <li>• Able to work productively with a wide range of staff, parents and pupils</li> <li>• An ability to take initiative and seek advice where appropriate</li> <li>• Energy, enthusiasm, optimism and ambition.</li> <li>• Commitment to safeguarding and promoting the welfare of children and young people.</li> <li>• Ability to establish good working relationships with all relevant stakeholders</li> <li>• Strong team ethic and supportive of others</li> <li>• Sense of humour</li> </ul>		
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## How to Apply

Thank you for taking time to read our Candidate Information Pack and we hope that you have gained a useful insight into our school.

Further information about the school can be found on the school website [www.wolfreton.co.uk](http://www.wolfreton.co.uk)

### Application Form

An application form can be downloaded from the school website. Within the personal statement please outline how your skills and experience equips you for this role.

### Closing Date

Completed applications should be returned to [recruitment@wolfreton.co.uk](mailto:recruitment@wolfreton.co.uk) no later than 9.00am on Thursday 18 August 2022.

We reserve the right to close this vacancy earlier than the advertised closing date, therefore we welcome early applications.

### Interviews

Dates for interview are to be confirmed.