

YEAR 10 TEACHER - JOB DESCRIPTION

Job Title: School Administration/Exams Officer	Section: Support Staff
Reports to: School Business Manager	Supervise: N/A
Salary Range: Grade 3/4 – Spine Point 14-21, £24,331.06 - £26,227.81 Actual Salary (£27,028 - £29,135 FTE Salary)	

1. Purpose

To provide effective and confidential comprehensive administrative support to the School Business Manager and Principal, in order to ensure the smooth and efficient running of the school. Under the daily direction of the School Business Manager to be responsible for the day-to-day organisation and administration of the school office and its procedures.

2. Main Duties and Responsibilities

In conjunction and in support to the School Business Manager

Secretarial and Administrative:

RECEPTION/TELEPHONE

- Receive visitors, callers and inquiries, deal courteously and efficiently with all visitors, parents, local authority officials, medical officers, suppliers etc.
- To deal effectively with telephone calls, transferring callers to relevant staff and taking and passing on messages when required
- Receive all incoming calls/emails to the school, responding to, routing/taking messages. Obtain or make outgoing calls as requested
- To monitor entry systems for the main gate and reception area
- Communicate and contact parents using Parentmail and telephone
- Responsible for the provisions and providing refreshments as appropriate to visitors
- Keep School Office and Meeting Rooms tidy and presentable
- To be aware and support the school's (OHCAT) commitment to equal opportunities. To ensure a commitment to equal opportunities in as aspects of practice
- To arrange open mornings for prospective parents/students. (Possibly Zoom Meetings)

MAIL, E-MAIL & WORD PROCESSING & ADMINISTRATIVE

- Word process letters, reports, flyers and notices etc. as required
- Stamp and post outgoing mail
- Keep all filing up to date
- To monitor the school email account, responding to enquiries or forwarding messages to the correct recipient as required
- To open and distribute incoming mail
- Distribution of outgoing letters, newsletters, leaflets etc.
- Duplicating/photocopying of school correspondence, filing and any other administrative tasks in the primary school office as directed

- against delivery notes and arranging delivery to the correct recipient
- Maintain and update SIMS records as appropriate
- Attendance – to be responsible for all duties relating to ensuring good attendance including registers on SIMS twice daily. Monitor children’s holiday requests and track leave
- Responsible for Parentmail ensuring all parents register at the start of the new academic year
- In conjunction with the Office Manager maintain records of children with medical needs on SIMS
- Communicate and contact parents using Parentmail and telephone

FIRST AID AND WELFARE

- Be aware of the school and OHCAT ethos and priorities of care and support for the children, organise immunisations.
- Administer First Aid (take a half day on line course), deal with minor injuries and sickness
- Liaise with parents regarding Student needs following injury or illness at school
- Ensure that all accidents or injuries are recorded at the appropriate level

ADMISSIONS AND LEAVERS

- Assist with the organisation of the annual intake to the school, including the distribution of admission forms and information packs, Transport, data entry to SIMS, and preparing all the necessary paperwork
- Liaise with other schools regarding transfers of records, including CTF
- Liaise with staff as appropriate regarding Students joining the school and any needs identified, including, but not exclusively, SEN, Dietary and Medical etc. and record these on SIMS
- Ensure that all leavers have correct paperwork completed and that files/CTF are forwarded in a timely manner
- Manage the admissions inbox and ensure all consultations are dealt within the 15-day timeframe.
- Download student’s files via Egress and secure email.
- Update and manage the referrals spreadsheet
- Email student paperwork to SENCO
- Send formal responses to Local Authority in a timely manner
- Ensure finance and EHCP are in place before admissions meeting
- Arrange school visits with SENCO
- Add new students to SIMS
- Update Finance team on new student intakes
- Ran and update monthly All Borough Report

STUDENTS

- Prepare and maintain the various student information sheets and database on SIMS
- Type and maintain confidential records and reports
- Maintain the school’s student attendance register – generating weekly register sheets and ensuring attendance module is up to date on SIMS
- Notify lunches to LA kitchen and provide or organise emergency cover in distributing meals to students
- Arrange medical, immunisations, dental and other inspections, sending forms to parents etc.

- To pass on any children's protection issues to named Designated Safeguarding Lead (DSL), Child Protection Officer (all staff)

OUTINGS AND EVENTS

- Help where necessary to make arrangements for outings and sending out relevant paperwork and forms to parents
- Help where necessary to prepare letters to parents regarding visits
- Help where necessary with arranging sports days, special events etc.

Examinations

JOB PURPOSE

- To be responsible for managing the effective and efficient administration of external examinations in accordance with the Joint Council for Qualifications (JCQ) regulations (on behalf of the JCQ member awarding bodies¹) and/or awarding body rules for exam administration in a consistent and secure fashion, thereby helping to maintain the integrity of the assessment process.
- To support the School Business Manager to ensure the School is compliant with the JCQ regulations and awarding body requirements in order to ensure the security and integrity of the examinations/assessments at all times.
- To act on behalf of, and be the main point of contact for, the School in matters relating to the general administration of awarding body examinations and assessments.
- To closely liaise with key stakeholders (external and internal) to ensure exams administration processes are strictly followed and key deadlines met.
- To ensure examinations are conducted in accordance with the regulations.
- Through taking an ethical approach and working proactively to avoid malpractice among students and staff, supports the School Business Manager in taking all reasonable steps to prevent the occurrence of any malpractice/maladministration before, during the course of and after examinations have taken place.

MAIN DUTIES AND RESPONSIBILITIES

Before Examinations

PLANNING

- Maintain and develop systems to manage and coordinate all aspects of the exams administration process.
- Research and understand qualifications and how they are assessed.
- Identify and access relevant support available from external stakeholders (Awarding bodies/JCQ/Network group/*The Exams Office* etc.).
- Comply with JCQ and awarding body regulations, guidance and instructions and keep abreast of developments/changes/updates.
- Oversee (as the main administrator) and manage appropriate access rights for relevant internal stakeholders using JCQ and awarding body online tools.
- Manage own time effectively to ensure key tasks are undertaken and external key dates and deadlines are met (Achieved by creating and working to an annual exams plan).
- Communicate clear internal deadlines and processes for gathering/sharing exam-related information from/with relevant staff.
- Brief candidates/staff/parents/carers on examination regulations and requirements.

- Actively support the School Business Manager in co-operating with the JCQ Inspection Service, an awarding body or a regulatory authority when subject to an inspection, an investigation or an unannounced visit.
- Annually confirms the information required by the National Centre Number Register (as administered by OCR on behalf of the JCQ) and informs of any changes to School status.
- Manage arrangements to receive, check and store question papers and examination material safely and securely at all times and for as long as required in accordance with the regulations.
- Supports the School Business Manager in managing *Conflicts of Interest* by informing the awarding bodies to timescale and recording the measures taken to mitigate any potential risk to the integrity of the qualifications affected.
- Contribute to the creation/review/update of exam-related policies as required by the regulations and accurately reflecting working practices in the centre.
- Support the Special Educational Needs Coordinator (SENCo) (or equivalent role) in implementing examination access arrangements or reasonable adjustments for eligible candidates (processing approval applications and requesting modified papers by the published deadlines).

ENTRIES

- Observe the awarding bodies' published terms, conditions and processes for the registration or entry and withdrawal of candidates for their examinations and assessments.
- Register or enter candidates for an examination or assessment in accordance with the awarding bodies' published procedures and published deadline for that qualification.
- Implement processes and liaise with relevant internal staff to gather correct entry information to internal deadlines implementing strategies to avoid late (or other penalty) fees.
- Maintain required identifiers for each candidate entered for an examination or assessment and enter candidates who are on roll at the School as internal candidates.
- Verify the identity of all students that are entered for examinations or assessments.
- Effectively use internal and external IT systems to submit and manage awarding body registration and entry data.
- Liaise with Finance to ensure fees are paid as instructed and at the time specified by the awarding bodies.
- Submit any applications for transferred candidate arrangements in accordance with the awarding body requirements.
- Liaise with relevant staff to ensure final entries/registrations that have been submitted to an awarding body are regularly monitored, submitting timely changes (amendments/withdrawals) to ensure candidates take the correct papers at the correct time and enabling awarding bodies to deliver accurate results to the School.

PRE-EXAMS

- Manage the arrangements for the timetabling, rooming, seating, resourcing and invigilation of examinations in accordance with the regulations.
- Ensure all candidates are notified of their examination entries and the dates and times of their examinations/assessments in accordance with the regulations.

- Ensure all candidates are aware of the JCQ and awarding body information and regulations regarding the conduct of their examinations/assessments in advance of these taking place.
- Confirm relevant internal staff complete administrative tasks associated with centre assessed work in an accurate and timely manner in accordance with the requirements of awarding bodies and moderators.
- Support the Special Educational Needs Coordinator (SENCo) (or equivalent role) in implementing examination access arrangements or reasonable adjustments for eligible candidates (appropriate arrangements for rooming, resourcing, facilitation, invigilation etc.)
- Effectively manage arrangements for the secure storage and dispatch of examination scripts for marking.

During Examinations

EXAM TIME

- Effectively manage the conduct of examinations in accordance with JCQ regulations and/or awarding body rules.
- Inform the JCQ Centre Inspection Service of any alternative site that may be used by the School to conduct timetabled examinations.
- Manage unexpected issues/irregularities which may affect the conduct of examinations.
- Support the School Business Manager in investigating and reporting cases of suspected or actual malpractice in connection with an examination as required by the JCQ and awarding bodies.
- Manage emergency access arrangements for eligible candidates as the need may arise during exam time.
- Maintain the confidentiality and security of candidates' responses and dispatch scripts according to the requirements.
- Submit to the published timescales, relevant follow-up reporting to awarding bodies' in relation to the very late arrival of candidates for examinations and applications for special consideration where candidates meet the published criteria.

After Examinations

RESULTS AND POST-RESULTS

- Ensure candidates and relevant internal staff are aware of processes, key dates and deadlines in relation to the issue of results and the arrangements for post-results services.
- Plan, prepare for, and manage the restricted release of results and the distribution of provisional statements of results in accordance with JCQ regulations and/or awarding body rules.
- Effectively use internal and external IT systems to access and manage awarding body results information.
- Effectively use external IT systems to administer post-results services in accordance with the regulations to the published deadlines.
- Manage and administer the receipt, distribution and retention of examination certificates according to the regulations.

Professional Development

- Regularly review the effectiveness of your role, refining your approaches where necessary responding to advice and feedback from colleagues.
- Be responsible for improving your skills, knowledge and experience associated with the role of Administration Assistant /Exams Officer, participating fully in training and professional development opportunities identified by the school or as developed as an outcome of your appraisal

3. Main Duties and Responsibilities - Other

Other

- Undertake training, update or review sessions as required.
- Undertake other duties appropriate to the grade and responsibilities of the role as may be required by the School Business Manager/SLT responsible for examinations, for example:
 - the preparation for and conduct of internal examinations under external examination conditions
 - other exams-related administrative tasks

Note: This JD is not a comprehensive statement of procedures and tasks but sets out the main expectations of The Pride Academy in relation to the post holder's professional responsibilities and duties. The duties of this post may vary from time to time, as required by the Principal, without changing their general character or the level of responsibility entailed. This job description is to be reviewed annually. The responsibilities listed above are the basic essentials of the post; it is always open to the post-holder to propose ways of extending these responsibilities.

The Pride Academy is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. This post is classed as having a high degree of contact with children or vulnerable adults and is exempt from the Rehabilitation of Offenders Act 1974. An enhanced disclosure will be sought through the Data and Barring Service (DBS) as part Orchard Hill College & Academy Trust's pre-employment checks

Person Specification

This person specification will form the basis of the application form, and candidates will also be assessed against aspects of this person specification at interview.

QUALIFICATIONS & TRAINING	ESSENTIAL/DESIRABLE	TESTING METHOD
GCSE Maths and English Customer Service	Essential	Qualification/Certificates
Customer Service	Essential	Interview
EXPERIENCE	ESSENTIAL/DESIRABLE	TESTING METHOD
Strong school administration experience or experience of working in a customer-facing environment, be smartly presented, with a professional attitude and manner;	Essential	Application & Interview
Experience of working with young people with special needs and / or challenging behaviour	Desirable	Application & Interview
Experience of managing a full workload including complex, confidential and sensitive issues on own initiative and to tight deadlines	Essential	Application & Interview
Previous administration and experience School SIMS database experience	Essential	Application & Interview
Previous Exams Officer experience	Essential	Application & Interview
KNOWLEDGE & SKILLS	ESSENTIAL/DESIRABLE	TESTING METHOD
Excellent communication skills (oral and written)	Essential	Application & Interview
Strong organisational and time management skills Ability to prioritise and multi tasks	Essential	Application & Interview
Ability to support and encourage sometimes dysfunctional/reluctant parents and carers, encouraging them to engage with the Centre's staff.	Essential	Application & Interview
Able to maintain accurate, legible and up to date records. Excellent attention to detail	Essential	Application & Interview
Strong customer service skills	Essential	Application & Interview

Proven IT Skills including MS applications and School SIMS database	Essential	Application & Interview
Experience in SIMS Examinations organiser	Essential	Application & Interview
COMPETENCIES	ESSENTIAL/DESIRABLE	TESTING METHOD
“Can do” positive attitude and flexible	Essential	Application & Interview
Remains motivated, even when under pressure, to ensure that a high standard is maintained	Essential	Application & Interview
Reliable and punctual	Essential	Application & Interview
Takes responsibility and delivers results Maintains focus when dealing with a variety of tasks or priorities, seeking early guidance and support when necessary, and responding to that guidance to ensure that daily tasks are completed. Having a positive attitude and be able to use initiative and solve problems	Essential	Application & Interview
Team working Makes a positive contribution to a team by listening to others, showing consideration to colleagues, working flexibly and proactively offering support and assistance to other team members and other teams. As part of the team; to be punctual and reliable in reporting for duty.	Essential	Application & Interview
Student Care Identifies students’ needs, providing solutions to these needs that take into account the diversity of students.	Essential	Application & Interview
Takes ownership of personal development Committed to reflecting on own performance, seeking and accepting constructive feedback and learning from own experiences.	Essential	Application & Interview

As part of Orchard Hill College & Academy Trust’s pre appointment checks, current and past employers will be contacted for short listed candidates Any discrepancies or anomalies, and/or issues from references will be discussed at interview with shortlisted candidates.