



HIGHAM LANE SCHOOL JOB DESCRIPTION AND PERSON SPECIFICATION

POST TITLE: School Administrator (Clerical)

SALARY: £19,327 - £20,046 (dependent on service and experience)

HOURS: 37 hours per week, term-time only (38 Weeks)

BROAD DESCRIPTION:

Working in the busy Reception and Student Services offices providing clerical support for a wide range of tasks, operations and functions undertaken by the School.

Work is governed by established processes/procedures.

Work is carried out without close supervision, other than that provided through working arrangements, methods and procedures.

Overall guidance and supervision will be from the PA to the Headteacher and Office Manager.

Responsibility for people (other than employees supervised/managed): The post has some impact on the well-being of individuals or groups (i.e. physical, mental, social, health and safety).

Responsibility for staff: The post has no or limited direct responsibility for supervising other staff though may be expected to demonstrate tasks or advise/guide new employees, work experience or trainees.

Responsibility for budget: The post has no or limited direct responsibility for financial resources other than occasional handling of typically small amounts of cash.

Responsibility for physical resources: The post has some direct responsibility for physical resources, involving the careful, accurate, confidential and secure handling and processing of information.

TYPICAL TASKS, DUTIES AND RESPONSIBILITIES

- To operate routine administrative systems and procedures to support the operations of the school
- Undertake routine clerical activities/duties e.g. photocopying, filing, email and text messages
- Deal with routine enquiries, providing general information about the school and its activities in person, by phone and email, text message or other appropriate forms of communication to students, parents/carers and/or staff
- Send out routine communications, issue reminders and chase responses
- Be a first point of contact for students and/or visitors to the site requiring help/support and referring them to other appropriate staff in school
- Undertake word processing, generating standard letters
- Receives some or all of parents/carers, contractors or similar, student visitors and deliveries/goods as well as dealing with associated administration (security badges, signing delivery notes)
- Showing visitors around when required
- To collate, record, store and retrieve data and information as required.
- Use spreadsheets, formulae and data summarising techniques to produce information for other colleagues
- Receive calls from parents, passing on messages to students, etc.
- Liaise with third parties to the school e.g. other schools, suppliers, parents/carers and other bodies/organisations
- To organise meetings and events in liaison with other relevant officials and outside agencies / bodies as required
- Operating switchboard when required
- Have knowledge of SIMS to produce reports, particularly on student information, training can be given

- Ensure working areas are kept welcoming and tidy
- To receive/ sort and distribute incoming/outgoing mail
- To check and look after office equipment bringing any issues to the attention of the line manager
- To raise orders/requisitions in accordance with approved procedures
- Assist in the day-to-day administration of absence processes.
- Provide clerical cover when required for Sixth Form and other areas of the school, such as Attendance
- Take minutes of meetings as required
- Willing to train as a school first aider

Please note that the above tasks are broad descriptions of the types of duties/activities expected at this level, for illustrative purposes. They are not intended to provide an exhaustive list of duties and the candidate will be expected to undertake other duties considered commensurate with the role.

Person Specification for School Administrator (Clerical)

Essential	Desirable
Good literacy, numeracy and IT skills	Good knowledge of the school, its organisation, activities and policies.
To be able to analyse and interpret factual information to solve straightforward problems	Good knowledge of using SIMS to produce reports on students and similar information
To be able to communicate, in person and/or in writing, a variety of information to a range of people	Previous experience in a 'front-of-house' school role
To be able to use a keyboard with some precision and speed	Previous experience in administering student absence processes
The ability to work under pressure including meeting deadlines and dealing with interruptions	
The ability to cope in situations where there is an emotional demand arising from the work being undertaken	
Experience of handling and processing manual or computerised information including the use of data summarising techniques and formulae	
To be able to use own initiative to independently help resolve problems and unexpected situations	
Can maintain confidentiality at all times – recognises privileged position with access to pupil, parent and staff information. Understands the need for professional relationships within the school.	
Good organisational skills	
Be able to stay calm and (on occasion) deal with difficult or aggressive visitors.	
Able to undertake routine work or work within established procedures but without close supervision. Can solve straightforward problems. Able to make some decisions involving the use of judgement.	