



## Job description

### School Administrator

<b>Location:</b>	<b>Queen's Manor Primary School</b>
<b>Reporting to:</b>	<b>Administration &amp; Marketing Manager</b>
<b>Hours of work:</b>	<b>8.00am – 4.00pm (37.5 hours per week)</b>
<b>Salary</b>	<b>FTE: £32,494 p.a. Actual: £28,757 p.a.</b>
<b>Working weeks</b>	<b>Term Time + 1 week (40 weeks)</b>

#### Role Purpose

*To provide a professional reception service as the first point of contact for all parents and visitors to the school. To assist in the smooth running of the school by ensuring clear and consistent communication as the key interface between school staff and parents. Effective management of the school office and accurate maintenance of pupil data and files. To efficiently manage school and nursery Admissions, liaising with the Local Authority and new and prospective families.*

#### Reception

- To respond in a professional manner to all callers and visitors to Reception. Ensure that the school reception area and meeting rooms are a welcoming venue and ensure that catering supplies are replenished as needed.
- To answer incoming calls, transfer calls, take and promptly relay accurate messages, check daily messages and operate the night/break mode as appropriate.
- To initially handle complaints, ensuring that complaints are dealt with tactfully, attempting to resolve minor matters and referring more serious matters to the Head teacher.
- Arrange catering and coffee/tea for visitors as required.
- Manage the incoming and outgoing mail and deliveries, notifying staff as appropriate and liaising with the Site staff as required.

#### Safeguarding

- To adhere strictly to all safeguarding procedures with respect to all visitors to the school and liaise with HR as needed.
- Create ID badges for new staff joining the school
- To liaise with the Site manager regarding site issues, including security issues as needed

#### Admissions

- Understand and adhere to the school Admissions policy
- Support the Administration and Marketing Manager to create and adapt internal procedures with respect to all school admissions.

- Responsibility for the school admissions process, including communicating with parents and acting as key contact for enquiries
- To organise parent tours and manage the data collected on tours
- Maintain accurate and up to date records of all pupils on waiting lists for places at the school, both in Nursery and Primary.
- Responsibility for SAMS, ensuring that it is regularly checked and updated.
- Act as key contact for the Local Authority regarding all admissions matters including new starters and leavers
- To keep the Head of School informed at all times regarding all admissions matters including status of enrolments and all changes to pupil numbers during the year.

## **Finance**

- To source and place orders for school and office resources ensuring value for money
- To process purchase orders and goods received notes on the finance system
- To receipt and safely store any cash taken from parents at the reception desk.

## **Attendance**

- Support the Home School Liaison if required with attendance

## **Administration**

- Resources - maintain an organised office including stocks of resources for the office and classrooms.
- Communication with Parents – primary responsibility for all incoming and outgoing communications with parents regarding absence, school messages, pupil matters, etc; ensure that all families download the relevant technology application to facilitate communication with the school.
- Marketing/Technology – update the school website as needed. Coordinate and publish the fortnightly newsletter. Ensure the online school calendar is populated and up to date at all times
- Pupil data - to maintain accurate data on and operate Arbor (or equivalent). Responsibility for adding/removing/editing pupils with all relevant information
- Catering/meals - management and coordination of packed lunches list with parents, management of vouchers and free school meals, daily liaison with the school kitchen regarding dinner numbers, responsibility for catering orders for events.
- Trips and Visits – assist teaching staff with booking of venues, TFL transport and coaches for day trips and residential

## **Culture**

- Comply with all school policies and procedures
- Seek out training opportunities and programs to increase skills and efficiency
- Support the school's values and ethos by contributing to the development and implementation of policies practices and procedures including telephone protocols.
- Help create a strong school community, characterised by consistent, orderly behaviour and caring, respectful relationships.
- Maintain confidentiality and a professional relationship with the parents in all matters
- Help develop a school culture and ethos that is utterly committed to achievement.
- To be active in issues of student welfare and support.
- Support and work in collaboration with colleagues providing support as required.

This document is considered to provide an outline of the areas that this role involves. This document does not preclude the post holder developing systems and structures not specifically mentioned but related to

his/her broad areas of responsibility. The roles outlined above are indicative and do not preclude anything else which may be reasonably requested commensurate with the post held and duties undertaken.

# Person Specification

Post: School Administrator

	ESSENTIAL	DESIRABLE
<b>QUALIFICATIONS/ EDUCATION</b>	<ul style="list-style-type: none"> <li>GCSE/A levels (or equiv) Maths and English</li> </ul>	
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Sound experience of the full range of administrative tasks</li> <li>Microsoft packages – Excel, Word, Powerpoint, etc</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working in Reception / use of switchboard</li> </ul>
<b>SKILLS</b>	<ul style="list-style-type: none"> <li>Strong ICT skills</li> <li>Strong attention to detail</li> <li>Numerate</li> <li>Ability to communicate effectively, verbally and in writing</li> <li>Ability to prioritise workload and proactively identify issues and problems that may require actions by others</li> <li>Work constructively and flexibly as part of a team, understanding school roles and responsibilities.</li> <li>Ability to use own initiative to resolve issues where appropriate</li> <li>Ability to establish, improve and develop systems to improve operational efficiency</li> </ul>	
<b>QUALITIES</b>	<ul style="list-style-type: none"> <li>A highly professional approach to their work and willingness to take ownership of the role</li> <li>Punctuality and good timekeeping</li> <li>Ability to maintain confidentiality and a professional relationship with the parents in all matters concerning the pupils and the school.</li> <li>The ability to thrive in a 'no excuses' culture</li> <li>Great energy, enthusiasm and a real drive to make things happen</li> <li>Good sense of humour</li> </ul>	