

## Job Description

Post: School Administrator

Responsible to: Business Support Officer, Principal & Executive Business Manager

### Role Summary

As a school administrator, the post holder will be expected to promote the highest standards of achievement and attendance across the academy. You will provide a range of administrative, technical, and practical services to support the effective and efficient running of the academy. As part of your role, you will provide professional and cohesive support to the Principal and EBM, including secretarial and administrative duties. You will offer operational and communication support to the school led by the Principal and fulfil current roles and responsibilities within the school.

### Role Purpose

- To provide effective and efficient administrative support to the East London Cluster schools.
- To support the school's administration function with primary responsibility for the operation of Arbor.
- To monitor and actively manage attendance and punctuality across the school to minimise absenteeism.
- To monitor and actively manage procedures relating to admissions, managing induction procedures for new starters (pupils) and securing the transfer of both manual and computerised records for new pupils and leavers.
- As first point of contact, to provide a welcoming and professional reception service to all visitors and callers to the school.

### Administration

- To ensure that the office is a welcoming venue for all parents, visitors and others who come to the school.
- To respond in a professional manner to all callers and visitors, following safeguarding procedures, arranging appointments, and providing hospitality as necessary.
- Responsibility for adding/removing/editing pupils on Arbor with all relevant information including entitlement to free school meals and including the transmission and downloading of CTF files.
- To assist the teachers with booking of venues and transport for trips and maintain associated records.
- Liaise with outside agencies, pass on messages, and update the school diary.
- Responsibility for ordering and stock control of general office and school supplies ensuring best value for money. Posting purchase orders on the Focal Point system and receipting goods once received on the Focal Point system.
- Completion of the termly DfE school census / LA / UL returns.

- Management of door access fobs and ensuring new staff members are set up on the school Inventory system.
- Manage school uniform with external providers and the selling of items to parents.
- To take direction and work closely in collaboration with the Business Support Officer
- Maintain the school's information and display boards.
- Any other duties as reasonably requested by the Business Support Officer/ Executive Business Manager or Principal.
- Assist the Business Support Officer to coordinate the school clubs.
- To organise school visits, liaising with the Business Support Officer.
- Monitor, respond to and distribute incoming communications by post and e- mail to ensure a timely response is given.
- Manage the office inboxes for all schools.
- Assist with preparation, collation, and distribution of reports/documents as required.
- To liaise on behalf of the principal with internal and external contacts, including handling of incoming calls.
- To take minutes at meetings, as required.
- To organise meetings including drawing up agendas, timetabling, booking of venues, taking minutes and subsequent finalisation and distribution of minutes, where required.
- Oversee and/or organise school events, i.e., Coffee mornings/Forum meetings/Parent Evenings/Curriculum mornings etc. via communicating with each school to ensure a smooth running of events.
- Provide secretarial services, including diary management, to optimise the Principal's time. Coordinate with Heads of Schools, Principal, Central Office, external agencies, and senior staff members attending the same meetings.
- Follow up on deadlines set by the Principal.
- Print agendas and paperwork for meetings.
- Ensure the EIP system is updated accordingly.

## Admissions

- To maintain accurate and up to date records of all pupils on roll/waiting lists for places at the school.
- To liaise with the Local Authority and manage the system for registration of new pupils with the necessary paperwork.
- To keep the Head teacher always informed regarding all admissions matters including status of enrolments and all changes to pupil numbers during the year.

## Attendance Management

- Ongoing monitoring of attendance and punctuality for all pupils.
- Ensure that registers are completed daily.
- Liaise with the Senior Leadership team, SENCO, School Attendance Officer (BACME) and other relevant staff regarding students who are of concern.

- Send out letters of concern to individual families following discussion with attendance officer.
- Raise attendance issues with parents; meeting parents in order to support them to improve attendance and monitor the impact of actions.
- Record parent/carers absence calls and ensure that the reason and any other pertinent information is documented. File absence letters/medical letters in pupil files.
- Communicate with parents on first day of absence via phone call or emails where a phone call is unsuccessful.

## Welfare

To work with vulnerable families and children in a variety of ways to improve overall welfare and progress.

This will include:

- Family Support for families with attendance and related issues
- Leading CAF's and multi-agency work as appropriate
- Supporting pupils in school with a range of welfare issues
- Making child protection referrals and following procedures to ensure the highest standards of safety and welfare.
- Early identification of risks and working with pupils, families and other agencies to minimise risks and barriers to learning
- Keep secure, clear, accurate and confidential records of students' progress providing information to other professionals, reports for case conferences and other relevant record keeping.
- Responsible for child protection issues which arise in the course of your Attendance and Welfare work more specifically when they are related to absence from School or to a child who forms part of your caseload.

## First Aid

- Be the first aid lead for the school
- Assist with pupil first aid/welfare duties, looking after sick pupils, liaising with parents/ staff etc.
- Attend H&S meetings and take minutes when required
- Place first aid orders to replenish stock as and when required.

## Operations and Communications Management

- Draft communications (letters, emails etc.) on behalf of the Principal, and Heads of Schools
- Manage the communications both within, and externally for all schools led by the Principal

- Create information material for Parents, i.e., Newsletters etc. and communicate to parents and staff
- Manage all complaints coming to the school, from start to finish
- Communicate with parents and staff regarding events taking place in school, i.e., Parents Evenings
- Respond to incoming communication in a timely manner
- Manage the logistics of events held by the schools, liaising with the relevant people to ensure a smooth and successful delivery
- Manage all aspects of logistics and hospitality at all school events
- Provide support to admin teams within the schools led by the Principal
- Ensure websites are up to date, compliant and other online platforms to promote the school, liaising with Business Support Officer/Principal/Senior staff members.
- Update the website for the school led by the Principal or Business Support Officer
- Develop and maintain the website and social media platforms, liaising with central office functions where appropriate.
- Support the Principal with HR-related issues within Winston Way Academy.
- Work with the PR and marketing team to communicate information for press releases about school events.
- Develop and implement effective and robust communication policies and strategies.
- Ensure policies are reviewed and kept up to date.
- Communicate on behalf of the Principal as and when required.
- Manage websites for all schools led by the Principal, ensuring they are engaging, effective, and current.

## Culture

- 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.

**Note:** This job description is not exhaustive, and employees are expected to undertake any reasonable duties as requested by their line manager.

## Person Specification

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	ESSENTIAL	DESIRABLE
<b>QUALIFICATIONS/ EDUCATION</b>	<ul style="list-style-type: none"> <li>Minimum C grades in at least 5 GCSEs including English and Maths</li> <li>Level 3 qualification</li> </ul>	<ul style="list-style-type: none"> <li>Educated to a degree level</li> <li>First Aid qualification</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Sound experience of the full range of administrative tasks</li> <li>General knowledge of office procedures</li> <li>Experience with school safeguarding procedures</li> <li>Dealing with Children</li> <li>Highly developed organisational skills</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working in Reception / use of switchboard</li> <li>Arbor experience</li> <li>Experience of working within a school</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>Familiarity with Safeguarding Policy</li> <li>Some experience dealing with Attendance and Admissions in a school setting</li> </ul>	
<b>SKILLS</b>	<ul style="list-style-type: none"> <li>Competent in the use of a wide range of ICT packages including Microsoft office: Word; Excel; PowerPoint</li> <li>Ability to communicate effectively, verbally and in writing, with members of the public, colleagues, pupils and official visitors</li> <li>Ability to prioritise own workload and identify 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 establish, improve and develop systems</li> <li>Ability to work calmly under pressure, prioritise work and meet deadlines</li> </ul>	
<b>QUALITIES</b>	<ul style="list-style-type: none"> <li>A highly professional approach to their work</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 hope</li> <li>A real drive to make things happen</li> </ul>	

	<ul style="list-style-type: none"><li>• A passionate desire to make a difference</li><li>• Good sense of humour</li></ul>	
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I hereby accept the terms and conditions detailed above

**Print Name:**

**Postholder's signature:**

**Date:**