



**Lord Grey Academy**  
Lord Grey Can



# **STUDENT SERVICES ADMINISTRATOR**

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“Lord Grey Academy is committed to safeguarding and promoting the welfare of children and young people and requires all staff and volunteers to demonstrate this commitment in every aspect of their work.”



**Lord Grey Academy**  
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## Advertisement

### **STUDENT SERVICES ADMINISTRATOR**

Permanent

**Hours of Work: 8am - 4pm (3.30pm on a Friday)**

**37 hours per week**

**39 weeks per year - Term time plus training days**

**Tove Learning Trust - Band D - £22,737 - £23,114 pa**

**Actual annual starting salary: £19,526 per annum**

We are looking to appoint a confident, capable and proactive Student Services Assistant to support the team in Student Services.

You will be the first point of contact for students to request non-academic support and facilitate information between students and home. You will also support the workload of the School Health & Welfare Officer in managing first aid and medical issues. Full training will be given.

The successful candidate will have excellent communication and organisational skills, and offer first rate IT skills Word. The successful candidate must have the ability to take the initiative, work to high standards, prioritise workload and be an assertive communicator.

A vacancy booklet, information for candidates booklet and the application form are all available on the vacancies section of Lord Grey Academy's website: <http://www.lordgrey.org.uk/general-information/vacancies/>

Please note the application form and information for candidates booklet are available on the right hand side of the above link. Details on how to apply for this post are in the How to Apply Section of this booklet. Please do look at our recruitment video of our staff talking about working at Lord Grey and our document: *Why work at Lord Grey?*

Completed application form and covering letter should be submitted to Human Resources at Lord Grey Academy or emailed to [hr@lordgrey.org.uk](mailto:hr@lordgrey.org.uk) by 9am on Monday 4th March 2024. Interviews to be held on Wednesday 13th March 2024.

Only successfully short listed candidates will be contacted.

**Join an Academy part of a highly supportive and growing MAT.** Lord Grey joined Tove Learning Trust in April 2018 and is situated in Bletchley on the outskirts of the growing city of Milton Keynes. We achieved our GOOD OFSTED status in Summer 2022. Since then we have gone from strength to strength with improving GCSE and level 3 results; a football partnership with Paris St- Germain and winners of MK Inspiration Awards 'Inspiring Secondary School' 2023 and MK Educations Awards 'Secondary School of the Year'; 'Maths Team of the Year' and 'Lifetime Achievement Award' November 2023. The right candidate will join us on our exciting journey and enable us to continue to provide a great education for our amazing students as we prepare them for adult life. We have a strong collegial team who create a real atmosphere of collaboration and community who embody - Lord Grey Can!





# Lord Grey Academy

## Lord Grey Can



### **Tove Learning Trust**

The trust is committed to ensuring that all students achieve as highly as possible and we work hard to offer stimulating environments that enable every learner to progress and flourish. We have a small central team and a committed Board of Trustees that are focused on delivering outstanding outcomes. We aim to have academies that are excellent communities of learning where students thrive on success. There are seven secondary schools and one primary school in this growing Trust.

*The Academy is committed to safeguarding children. The successful applicant will require an enhanced DBS check.*



## **JOB DESCRIPTION – STUDENT SERVICES ADMINISTRATOR**

Role:	Student Services Administrator
Responsible to:	Student Services Team Leader
Based at:	Lord Grey Academy
Hours:	37 hours per week, 39 weeks per year
Grade:	Grade D, points 3 to 4

### **Job Context**

The role of the Student Services Assistant requires the post holder to support the function of Student Services in the Academy as directed by the Student Services Team Leader.

### **Key Responsibilities**

The principle role is to assist and support the Student Services Team and Lord Grey Academy with the following:

- 1) Student Attendance;
- 2) Student communication via Student Services;
- 3) Supporting the Medical and First Aid Function;
- 4) Other requirements.

### **Responsibility area 1 - Attendance**

- 1) To input school attendance data via the school management information system as required and liaise with the Attendance Officer
- 2) To exercise day to day management of the attendance requirements of the school
- 3) As part of the Student Services function, ensuring all students sign in and sign out thus keeping the site a safe environment.
- 4) Administering of the ID Manager System (biometric fingerprint system)
- 5) Dealing with any queries relating to the student online lunch payment system

### **Responsibility area 2 – Student Communication**

- 6) To undertake Student Services reception duties namely taking telephone calls, dealing with face to face enquiries and processing students in an efficient, professional and courteous manner
- 7) To ensure all messages taken are delivered in a prompt and confidential manner
- 8) Log information on calls received, where required and maintain detailed and accurate records
- 9) To maintain the Student Services Reception area to a high standard
- 10) To carry out administrative tasks assigned to Student Services
- 11) To oversee the distribution of information to students and form groups and work closely with the Inclusive learning & Pastoral team to ensure students have the necessary information and resources to maximise their learning opportunities
- 12) To facilitate information between students and home
- 13) To be the first point of contact for students to request non-academic support

### **Responsibility area 3 – Medical and First Aid**

- 14) To support/cover the School Health and Welfare Officer
- 15) To promote a high standard of health and welfare within the Academy



**Responsibility area 4 - Other**

- 16) Stationery - Ordering of School Shop stationery
- 17) Stationery - Taking part in the annual stock take
- 18) Uniform – keep accurate records of all stock on loan
- 19) Lockers – to keep an accurate record of allocation
- 20) To comply with any other reasonable requests from the Principal when there are exceptional circumstances
- 21) To undertake such duties as may from time to time be reasonably assigned by the Principal
- 22) To ensure the effective implementation of the school's Equalities Policy and Safeguarding and Child Protection Policy

Tove Learning Trust expects its employees to work flexibly within the framework of the job description. This means the post holder may be expected to carry out work that is not specified in the job description but which is within the remit of the role, duties and responsibilities.

Tove Learning Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff & visitors to share this commitment.



## PERSON SPECIFICATION

<b>EXPERIENCE / KNOWLEDGE</b>	<b>Essential</b>	<b>Desirable</b>	<b>How evidenced</b>
Office administration, IT Skills	✓		A I R
One year or more of working in a school environment or in a Customer Services role		✓	A I R
<b>TECHNICAL JOB RELATED SKILLS</b>	<b>Essential</b>	<b>Desirable</b>	<b>How evidenced</b>
IT skills	✓		A I R
Good telephone manner	✓		A I R
Ability to undertake repetitive tasks	✓		A I R
Sound organisational skills	✓		A I R
Ability to communicate effectively	✓		A I R
Experience of MIS software packages	✓		A I R
Confident communicator		✓	A I R
<b>PERSONAL JOB RELATED SKILLS</b>	<b>Essential</b>	<b>Desirable</b>	<b>How evidenced</b>
Commitment to professional standards	✓		A I R
Ability to work under pressure	✓		A I R
Accuracy and attention to detail	✓		A I R
Confidentiality	✓		A I R
Team orientated	✓		A I R
Ability to demonstrate empathy towards students and their needs	✓		A I R
<b>EDUCATION / QUALIFICATIONS</b>	<b>Essential</b>	<b>Desirable</b>	<b>How evidenced</b>
Equivalent of 4 GCSE subjects at Grade C or above	✓		A I R
Relevant word processing qualification		✓	A I R
Willingness to undertake further work related training	✓		A I R
<b>OTHER REQUIREMENTS</b>	<b>Essential</b>	<b>Desirable</b>	<b>How evidenced</b>
Willingness to be flexible with working hours to respond to school's needs	✓		A I R
Commitment to uphold the School's Equalities Policy	✓		A I R

A – Application form I – Interview R – Reference