**Job Description for the post of Student Services Administrator**

**Hours of Work:** 37.5 hours per week (Monday – Friday 08:00 – 16:00), term time only plus 10 days

(to be agreed in advance with line manager).

**Department:** Administration

**Salary:**  £24,787 pro rata £27,204 FTE

**Line Manager:** Office Manager / PA to Principal

# Main Purpose of Job

# To provide an effective and customer-focused frontline support service to students.

* To support the Academy’s attendance policy by completing attendance tasks as required and working with the Attendance Team / other colleagues to flag any concerns.
* To provide an efficient reception service for staff, students and visitors to the school.
* To assist with administration tasks and provide a general administrative service when required and as directed by the Office Manager/ PA to Principal.

# Main Tasks

# To lead in the operations of the Student Services Office under the direction of the Office Manager/ PA to Principal.

# To register students who arrive late i.e. late desk duty and alert relevant staff to concerns regarding individual student attendance or punctuality.

# To provide daily cover at reception.

# To ensure that all enquiries and correspondence are dealt with promptly and effectively, in a manner that promotes a positive image of the academy.

# Communicate with parents using all communication methods;- telephone, writing, text messages, school app and communication systems.

# To support a business-like office environment and promote good relations with all staff, students and their families/carers.

# Ensure there is an efficient and regular filing of student records.

# Resolve general student enquiries.

# To take photographs of students for our school Information Management System and ensure this is kept up to date with photos updated as required.

# To print student timetables as required.

# To sign students out of school for appointments or sickness.

# To manage lost property/confiscated items.

# Manage and maintain communication folders.

# To ensure a system is in place for fire drills so that student registers are available for colleagues to record students attendance adhering to Health and Safety requirements.

# To manage student and staff lunch accounts on the catering management system, including registering new users and assisting with queries.

# Maintain the Free School Meals records and systems including processes relating to biometrics registration.

# Maintain the stock for uniform ties and liaise with the Office Manager for orders to replenish stock.

# To undertake first aid duties (training will be provided) and liaise with other first aiders when required.

# To manage the medical cabinet and monitor first aid supplies liaising with the Facilities Manager for orders to replenish stock.

# To ensure that all student information is correctly held and updated on the school’s Information Management System, sharing information with colleagues in the Main Office when required.

# To liaise with outside agencies as required.

# Day-to-day in-house communications with staff and students.

# To provide cover/support to the Main Office and/or Reception as required and during the school holidays.

# To report any concerns about student welfare or child protection to the relevant professionals within the Academy.

# Support for other administrative tasks

# To undertake training in order to cover/ support colleagues as directed by the Office Manager/PA to Principal

# - Main Office Administration

# - Reprographics

# - Reception

# To undertake other tasks commensurate with the role as directed

* Carry out administrative duties to facilitate the smooth running of the Academy.

# General:

* The post holder is responsible for the health, safety and welfare of him/herself in accordance with the schools policy and the Health and Safety at Work Act 1974.
* To work openly within the framework of best practice identified in the school safeguarding policy.
* To report any concerns regarding pupil safety or staff working practices to the designated CP officer(s).
* To undertake other tasks commensurate with the role as directed
* To keep up to date with local and national CP training and training requirements.
* To participate in quality assurance procedures and professional development review (PDR)

This job description will be updated on a regular basis in consultation with the post holder.

***The above information is to help staff understand and appreciate the work content of their post and the role they are to play in the organisation. However, it should be noted that whilst every effort has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings may therefore have been used, in which case all the usual associated duties are included in the job description.***

# Person Specification

# Qualifications:

|  |  |  |  |
| --- | --- | --- | --- |
| **Criteria** | **Essential** | **Desirable** | **Measured** |
| 5 x GCSEs grade C or above including English and Mathematics | ü |  | App |
| A commitment to take part in all relevant in-service training and continual professional development particularly related to this post.  | ü |  | App |
| First Aid at Work qualification or willingness to achieve. | ü |  | App |

# Knowledge:

|  |  |  |  |
| --- | --- | --- | --- |
| **Criteria** | **Essential** | **Desirable** | **Measured** |
| Strong ICT skills including a working knowledge of all Microsoft Office applications. | ü |  | App |
| Working knowledge of Arbor |  | ü |  |
| An understanding of relevant legislation concerning Safeguarding. | ü |  | App/Int |

# Skills/Experience:

|  |  |  |  |
| --- | --- | --- | --- |
| **Criteria** | **Essential** | **Desirable** | **Measured** |
| To have experience of use of school Information Management Systems i.e. Arbor/SIMS to maintain student records including updating student attendance |  | ü | App/Int |
| Excellent communication skills | ü |  | App/Int |
| Well organised | ü |  | App/Int |
| A friendly, welcoming and caring manner  | ü |  | App/Int |
| Excellent customer service skills | ü |  | App/Int |
| An ability to work to tight deadlines | ü |  | App/Int |
| An ability to multitask and prioritise | ü |  | App/Int |
| An ability to work as part of a team and alone with minimal direction | ü |  | App/Int |
| Confident with people of all ages/backgrounds | ü |  | App/Int |
| Experience of working with confidential information | ü |  | App/Int |
| Previous experience of working and supporting young people, preferably in an educational setting.  | ü |  | App/Int |

**Please note all ESSENTIAL criteria must be demonstrated in your application to be selected for an interview.**