



JOB DESCRIPTION

Title:	Student Services Administrator
Grade:	TPLT 3
Academy:	The King Alfred School – An Academy
Last evaluated:	January 2022

Main purpose of the role

Working within the general direction of the Office Manager undertake a range of clerical duties which support the management of the school in an effective and positive manner.

To act as an integral part of the school staff team, and as such to make a contribution to the overall aims of the school, working within agreed policies and procedures.

Main Duties and Responsibilities:

To carry out administrative duties within Student Services, dealing with student and parent enquiries. Making and receiving telephone calls. Transferring calls/ passing messages onto the appropriate people when necessary.

On occasion provide cover for receptionist, acting as first point of contact for all incoming telephone calls, respond to enquiries, take messages or re-direct calls as appropriate.

Assisting with the administration involved in a variety of tasks, including parents' evenings, free school meals, fire drills, Year 6 transition, confiscated items, online payment system and data entry

Daily update of the Fire lists to ensure that the data is correct in case of an emergency.

Ensure that all calls for Leadership and Medical support are dealt with promptly and appropriately.

Undertake routine office duties such as filing and photocopying. Undertake typing, word processing, spreadsheet work and other ICT data input, maintenance and retrieval as determined by the Office Manager.

Work is largely routine but, once trained, requires post holder to take ownership of tasks and exercise creative thinking where appropriate. Work generally follows set processes but open to improvements.

Work effectively with teachers, support staff and other professionals, applying own strengths and expertise to contribute positively to the overall aims and objectives of the school. Provide effective support for all other members of the school staff by sharing own knowledge and expertise in a professional and constructive manner.

The post holder will be responsible for ordering stationery, within the general administration budget

Line management duties and responsibilities

The post holder will not have line management responsibility

Working under guidance of Office Manager, once experienced, post holder will be expected to make own decisions regarding minor student issues.

Safeguarding responsibilities

Whilst this role does not work directly with students you will be based on site and have regular access to students and are therefore in regulated activity. Details of our Child Protection & Safeguarding Policy can be found on Access and is available on request.

Be committed to safeguarding and promoting the welfare of children and young people.

Work Demands

Able to work to strict deadlines but also be flexible to deal with changing priorities and unforeseen circumstances which could be lengthy to resolve.

Periods of concentration will be involved to ensure data entry is accurate and external communications are prepared to a high standard and sent in a timely manner

Physical Demands

Normal physical effort required.

Working Conditions

Role is office based but may include visiting schools within the Trust for training

May involve dealing with challenging situations which can require conflict resolution and dealing with emotive situations.

Expectations of Jobholder

Be aware of and comply with all Trust policies as well as individual academy policies and procedures.

Ensure effective quality control and continuous improvement in all aspects of the work and responsibilities attached to this post

Contribute to the management of student behaviour and security.

Demonstrate professionalism towards sensitive and confidential information.

Commit to professional self-development, through participation in training, to include any necessary health and training and annual safeguarding training.

Undertake such other duties as are commensurate with the grade of the post.

This job description only contains the main duties relating to this post and does not describe in detail the tasks required to carry them out. This job description may be amended at any

time following discussion between the line manager and member of staff and may be reviewed annually.

Skills/Qualifications

Please refer to the Person Specification for full details. Please note all original qualification certificates will need to be presented on the day of interview for verification and production of these certificates forms part of the conditional offer checks.

Person Specification

Job Title: Student Services Administrator

Assessment criteria	Essential	Desirable
Qualifications	Maths and English GCSE Grade A* - C or equivalent	One day basic First Aid or a willingness to be trained
Experience	Previous experience in a customer services role. Previous office experience.	Previous experience working within a school environment Previous experience in a data handling role
Skills	Experience of Excel spreadsheets and Microsoft Word	SIMS experience
Knowledge	General knowledge of child protection procedures and safeguarding.	
Personal competencies, qualities, attitude and behaviours	Ability to work under pressure whilst maintaining high level of accuracy Reliable and self-motivated Excellent presentation skills Logical and organised Able to work on own initiative with a flexible approach. positive attitude to use of authority and maintaining discipline	
Equality	An understanding, acceptance and commitment to the fundamental principles of an equal opportunities. To work in a way that promotes equality of opportunity and respect for diversity.	

Safeguarding

Evidence of a commitment to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.

To work in a way that promote the safety and well-being of children and young people.