

**SAPIENTIA EDUCATION TRUST JOB DESCRIPTION
ATTLEBOROUGH ACADEMY**

STUDENT SUPPORT AND OFFICE ADMINISTRATOR

Line Manager:	Director of Student Support
Salary:	Scale point 7 – 11 of the Support Staff Salary Scale FTE: £22,369 - £24,054 per annum Pro-rata: £19,909 - £21,796 per annum

THE POST

We are seeking to appoint an experienced and efficient individual to provide first-class administrative support to the Academy's Student Support Team and School Office. The successful candidate will also undertake the Attendance administrative duties on a daily basis as well as providing administrative support to the Director of Student Support and SENCO as needed.

The postholder will be an active member of the Academy's Support Staff structure and work to maximise the efficiency of all administrative tasks that support the academic and personal development of all students.

Attleborough Academy is a member of the Sapientia Education Trust (SET), which is currently led by the CEO.

The first six months of employment shall be a probationary period and employment may be terminated by the Trust during this period at any time on one week's prior written notice. The Trust may, at its absolute discretion, extend this period for up to a further six months. During this probationary period, performance and suitability for continued employment will be monitored.

The Trust is committed to the professional development of all staff and provides a safe and supporting environment to work in.

PERSON SPECIFICATION

The personal competencies expected of all School staff are:

- The ability to communicate clearly and tactfully using appropriate methods and an awareness of the impact of your own communication on others;
- Able to maintain positive relationships with all and able to work as an effective and flexible part of a team; willing to change methods of work and routines to benefit the team;

- Willingness to accept responsibility for your own actions; the ability to prioritise effectively, meet deadlines and accept challenges.

The personal qualities expected of a Student Support and Office Administrator are:

- The ability to relate well to children and adults;
- A hardworking and committed outlook with a flexible attitude to work;
- The ability to work under direction of different people and as part of a team;
- The ability to use own initiative;
- Be able to organise and prioritise own workload in the context of varied tasks;
- Be able to keep calm in a busy environment;
- The ability to critically evaluate own performance and make any necessary changes to be more effective;
- Must present a positive and professional image of the Academy at all times;
- Be able to deal appropriately with all members of the Academy community and members of the public;
- Be able to exercise discretion and confidentiality;
- Committed to professional development.

The professional competencies expected of a Student Support and Office Administrator are:

- Have competent IT skills in Microsoft Office (Word and Excel);
- Knowledge of other IT packages (PowerPoint/SIMS/Go 4 School) is desirable;
- Have excellent organisational and administrative skills;
- Have excellent communication and interpersonal skills, especially when dealing with staff, parents and students;
- Possess an understanding of relevant policies and procedures.
- Be able to work unsupervised;
- Be a flexible and enthusiastic team player;
- Be adaptable and resilient in managing and executing their daily responsibilities;

The qualifications and previous experience required for a Student Support and Office Administrator are:

- A good level of literacy and numeracy (to Level 2);
- A good general education;
- Proven experience of working in a similar senior secretarial/administrative role ;
- A Secretarial qualification is desirable ;
- First Aid at Work Training is desirable;

JOB SPECIFICATION

General Responsibilities

The Student Support and Office Administrator is responsible to the Director of Student Support. The post offers an opportunity to broaden knowledge and responsibilities across a wide variety of applications, devices and technologies.

The post-holder will be required to comply with the Attleborough Academy Code of Conduct for Staff and Volunteers.

Attleborough Academy is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

The post-holder will have access to and be responsible for confidential information and documentation. They must ensure confidential or sensitive material is handled appropriately and accurately.

A non-exhaustive list of specific responsibilities for the role is below and you will be required to undertake other duties and responsibilities as may reasonably be required.

Specific Responsibilities (in order of importance):

Secretarial and Reception

- To be a team member of the Academy Support Team which focuses on being a customer-centred and efficient front-line enquiry/support service.
- To provide a prompt, accurate, responsive and helpful service to all visitors, staff and students.
- To provide a prompt, accurate, responsive administrative support service ensuring local procedures and policies are adhered to.
- To ensure all parties receive excellent customer service and support through the student journey and to link closely with a number of teams including the Academy Office to assist administratively when required (to be based in the Academy Office from 10.30 each Friday to support this).
- To support the co-ordination of events such as Parents' Evenings, as appropriate, in liaison with other areas of the Academy and outside bodies.
- To support the administrative tasks of the Director of Student Support and the Student Support Team on a daily basis including completion of all exclusion, intervention ladder and Attendance Panel, Medical Panel and Fast Track paperwork.
- To undertake the Attendance administrative duties on a daily basis to include First Day Calling.
- To provide SEN administrative support to the SENCO when needed.
- To assist members of the Student Support Team in ensuring that they are fully prepared for all meetings, internal and external to the Academy and for other similar engagements.
- To implement arrangements to support the daily activities of the Student Support Team, including mail, travel arrangements diaries and arranging hospitality functions and facilities and other professional activities supporting their work.
- To assist in assessing and determining priorities and actions on behalf of the Student Support Team and in their absence, take appropriate action to ensure

that work is taken to timescale and problems resolved.

- To manage co-ordination between staff at all levels of the organization in order to produce papers and reports for Student Support meetings.
- To proof read and check the accuracy of all paperwork on behalf of the Student Support Team and any other document as required.
- To undertake confidential minute taking duties for the Director of Student Support.
- To be the first point of contact for the Student Support Team and to act as an Ambassador on their behalf.

Support for the Academy

- Support the use of ICT within the Academy as appropriate.
- Understand and ensure appropriate organisation/use of all office equipment.
- Be aware of and comply with policies and procedures relating to Child Protection, Equal Opportunities, Health and Safety and security, confidentiality and Data Protection, reporting all concerns to an appropriate person.
- Be aware of and support differences and ensure all students have equal access to opportunities to learn and develop.
- Participate in training and other learning activities as required which will include achieving a First Aid at Work and Medication Awareness qualification.
- Undertakes other similar duties that fall within the grade and role of the post as decided by the Executive Principal.

HOURS OF WORK

Working weeks	Term Time plus two weeks
Hours per week	37 hours per week
Working Day	8.00am – 4.00pm Monday to Thursday 8.00am – 3.30pm Friday
Unpaid Breaks	30 minutes when working six hours or more
CPD/Inset Days	CPD/Inset Days are included in your pro-rata salary.
Overtime	Additional work may be required for which overtime is not paid, but time-in-lieu may be taken at agreed times.

REMUNERATION

Salary Details:

- Scale point 7 - 11 of the Support Staff Salary Scale
- FTE: £22,369 - £24,054 per annum
- Pro-rata: £19,909 - £21,796 per annum

DRESS CODE

If on site, the post-holder will be expected to wear appropriate business attire. All staff will be supplied with appropriate Staff ID. This must be worn at all times to ensure that students, staff and visitors are able to identify Attleborough Academy employees.

PRE-EMPLOYMENT CHECKS

All staff must be prepared to undergo a number of checks to confirm their suitability to work with children and young people. The Trust reserves the right to withdraw offers of employment where checks or references are deemed to be unsatisfactory.

REVIEW

The Job Description will be reviewed annually as part of Attleborough Academy Performance Management programme.