

Job Description: School Administrator



Title of Post	School Administrator
Grade and SCP	Grade 6 Points 8-11
Accountable To	Administration Manager

Main Purpose

Under the guidance and direction of the Administration Manager and School Business Manager, the Administrator is responsible for supporting the administrative, financial and organisational processes within the school. They will also act as the initial point of contact for parents/carers, visitors and other stakeholders, so will be an ambassador for the school and embody the value, vision and ethos of the school in all interactions.

Duties & Responsibilities

Attendance administration

- Maintain an accurate record of daily pupil attendance
- Monitor the late arrival of pupils and contact parents/carers to identify reasons for non-attendance, ensuring all safeguarding procedures are followed

Reception

- Act as the first point of contact for greeting parents/carers and visitors arriving at the school
- Follow Visitor Protocol, Safeguarding and Health & Safety procedure checks for entry in and out of the school
- Create a professional and welcoming front of house position and ensure a tidy and welcoming entrance foyer.
- Deal with telephone and face-to-face enquiries efficiently from stakeholders and staff
- Respond to messages promptly and accurately, passing on information to relevant staff members as necessary
- Assist staff and pupils with the information and support they need
- Build relationships with families and contribute to Safeguarding priorities, signposting available support to individuals.

Safeguarding

- Control access to the school in line with the school's safeguarding procedures, including signing in visitors, checking identification as necessary, issuing passes and notifying them of safeguarding and safety procedures

- Be alert to unknown individuals on the school premises and report any concerns in line with the school's procedures.

Written Communication

- Write and send email responses that are professional and uphold the school's vision and values
- Update and distribute online and offline communications (e.g. letters, newsletters, posters, social media posts, etc.) to parents, staff and other stakeholders
- Assist with marketing and promoting the school and events

Finance

- Set up payments/refunds to the school's system and produce reports as necessary
- Monitor parent balances and send debtor letters
- Carry out financial administration in line with the school's procedures

HR Administration

- Assist with HR administration relating to staff records and payroll administration
- Update the school's HR System and personnel files
- Assist with Recruitment and selection procedures
- Signpost staff to HR guidance and wellbeing resources and staff benefits

General administration

- Update records, electronic filing systems and information systems
- Provide administrative and organisational support to other staff
- Update and maintain the school website and diary
- Assist with managing the school's email inbox, ensuring the school meets its expected response times and that emails are forwarded to the relevant staff member as necessary
- Administration for pupil, staff and volunteer starters and leavers and transfer of information.
- Administration for wraparound services and extra-curricular clubs
- Administration and organisation for school trips
- Administration to record, monitor and organise First Aid, Medicines, Medical Conditions, Allergies & Dietary requirements in school and NHS health checks.
- Manage and organise completed forms from parents and carers
- Organise any post
- Book training courses
- Carry out filing, printing and photocopying. Maintain the operation of the photocopier reporting any issues as necessary

- Keep records in accordance with the school's record retention schedule and data protection law, ensuring information security and confidentiality at all times

Organisation

- Assist with effective running of the school office and administrative and communicative systems
- Assist with organising parents' evenings and other meetings and school events, including the organisation of facilities, resources, marketing and communications.
- Liaise with community organisations to secure donations and support for school
- Assist with administration/organisation of support services
- Assist with administration/organisation of facilities management.

Resource management

- Order, monitor and manage stock, ensuring best value following the school's purchasing processes
- Assist with marketing and promoting the school
- Assist with the organisation of premises/facilities issues in liaison with other staff and Trust Estates
- Assist with procurement of school licences and subscriptions
- Ensure the school office is kept tidy, organised and in good order at all times, making sure there are sufficient office resources available

Working with staff, parents/carers and relevant professionals

- Communicate effectively with other staff members and pupils, and with families and stakeholders
- Contribute to sign posting parents to Early Help and supporting families with individual needs.
- Collaborate and work with colleagues and other relevant professionals within and beyond the school
- Develop effective professional relationships with colleagues

Meetings

- To attend team or whole school meetings as directed

Professional development

- Help keep knowledge and understanding relevant and up-to-date by reflecting on your own practice, liaising with school leaders, and identifying relevant professional development to improve personal effectiveness
- Take opportunities to build the appropriate skills, qualifications, and/or experience needed for the role, with support from the school

Other Responsibilities

- Responsibility for safeguarding and promoting the welfare of children.
- Comply with and assist with the development of policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Be aware of and comply with all schools policies and procedures
- Be aware of and support difference and ensure equal opportunities for all
- Contribute to the overall ethos and aims of the Schools and Trust
- Appreciate and support the role of other professionals
- Attend and participate in relevant meetings, training and learning activities as required

The postholder may be required to carry out any other duties that are commensurate with the post. Whilst every effort is made to explain the main duties and responsibilities of the post each individual task undertaken may not be identified.

This job description is subject to review, in negotiation with the post holder at any time. However, an annual review of this job description and allocation of responsibilities will take place as part of agreed performance management arrangements.

CEO signature:



Date:

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Postholder's signature:

Date:

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	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Good standard level of education • 5 GCSE's or equivalent, including English and Maths • NVQ Level 2 relevant to aspects of the role or have completed training of a similar standard or willingness to complete a qualification. 	<ul style="list-style-type: none"> • Academic qualifications in Administration, Finance, Business, HR, Communications, PR, Marketing, Health, Education. • First Aid qualification
Work or Relevant Experience:	<ul style="list-style-type: none"> • At least 2 years administration/organisation work experience • Working in an environment where experiences included taking initiative and personal interactions with customers • Good proficiency with ICT systems • Working as a member of a team 	<ul style="list-style-type: none"> • Experience of customer service • Experience of working in a setting with children or young people. • Experience in building strong collaborative relationships • Experience of working within a school environment. • Experience in any relevant business setting such as finance, HR, customer care.
Skills/Knowledge	<ul style="list-style-type: none"> • Excellent inter-personnel skills • Willingness to participate in training and development opportunities • Excellent organisational skills • Ability to manage time efficiently • Ability to respond quickly and effectively to issues that arise • Ability to plan, organise and prioritise to meet deadlines • Ability to use own initiative and take action accordingly • Excellent attention to detail • Understanding of data protection and confidentiality 	<ul style="list-style-type: none"> • Understanding of safeguarding

Person Specification – Administrator

Personal Attributes	<ul style="list-style-type: none">• Excellent communication skills• Ability to relate well to children and adults• Ability to work well as part of a team• Flexibility and reliability• Ability to bring to the role, initiative, enthusiasm and commitment• Ability to maintain confidential information• Ability to communicate effectively both verbally and in writing to a diverse range of people• Skilled at diffusing conflict and can deal with difficult situations effectively• Ability to work under pressure and prioritise effectively• Maintain positive personal interactions at all times.• Ability to focus and work alongside interruptions.	<ul style="list-style-type: none">• Commitment to getting involved in wider school life and community events.
Special Conditions	<ul style="list-style-type: none">• Sufficiently fluent in spoken English to ensure effective performance in the role• Able to work at times to meet the needs of the service• Willingness to undertake an enhanced Disclosure and Barring Service (DBS) check• Understanding the importance of safeguarding and promoting the welfare of children.	