



Job Description & Person Specification
Business Administrator- Hollinwood Academy

Job Description	
Job Title:	Business Administrator – Hollinwood Academy
Pay Grade / Scale / Range:	NJC SCP 7 – 11
Benefits & Perks:	Flexible Working, occupational pension scheme, occupational sickness scheme, health scheme
Working hours:	36 hours 40 minutes per week Full Year Hours: 9am – 5pm and/or 8am – 4pm Ability to work the hours needed to meet all the demands of the job.
Location:	You may be required to work at any site of the New Bridge MAT
Special circumstances:	Some out-of-hours working required at busy times.
Staff responsible to:	School Business Manager
Staff responsible for:	None
Accountable to:	Head of Site
Probationary period:	26 weeks

Job Purpose

Responsible to the School Business Manager the post holder will typically have specific responsibilities for the administration of students and parent information and will undertake general clerical, administrative, financial and whole school organisational support responsibilities as required and commensurate with the post.

This role has various key tasks which are broken down below:

Reception and Customer Service

1. Welcome visitors to the organisation, ensuring health and safety and safeguarding procedures are followed, such as the signing in/out of a register, issuing badges/passes or escorting visitors as required.

2. Undertake reception duties, answering routine telephone and face-to-face enquiries, taking messages and forwarding them on to the relevant person as required.
3. Undertake front-of-house duties, ensuring meeting rooms are readily available and refreshments are provided for all meetings and training courses.
4. Respond to queries from students, parent/carers, staff and external organisations, and for those that cannot be resolved immediately, take messages and forward on to the most appropriate person as required.
5. Undertake word processing including letters, reports, and work which utilises other ICT packages such as databases, spreadsheets, presentations.
6. Responsible for ensuring the parents and visitors noticeboard is kept up to date with all event/training information.
7. Responsible for opening and distributing internal post and ensuring that all external post is posted at the end of the school day.
8. Provide and organise general clerical support as and when needed e.g. photocopying, filing, emailing, completing forms, dealing with mail and responding to correspondence.
9. Develop and maintain a good working relationship with governors, teachers, support staff, parents and the children and young people.

Administration

10. Provide a dedicated administrative support for bespoke groups, such as word processing including letters, reports and schedules, and work which utilises other ICT packages such as database, spreadsheets, formatting presentations or research on the internet.
11. Ensure that the school database is kept up to date by entering all new students on the school computerised system, ensuring all relevant documentation is uploaded and that the funding information is accurate on the computerised system.
12. Be able to create and keep student records up to date, accurate and safely stored and ensure that all archived documents are correctly dated and labelled with the contents and the safe storage of such files.
13. Ensure that a welcome pack and relevant forms are sent to new families in a timely manner.
14. Ensure that the schools MIS system is kept up to date adhering to strict timelines to support effective and timely census returns.
15. Ensure that the student attendance register is printed each day, inform staff teams of any non-attendance and liaise with the local authority regarding attendance for children looked after.
16. Ensure that the computerised student database is kept up to date with suspensions, attendance registers and pupil/parent information.
17. Ensure that exclusion paperwork is sent home and to the local authority in a timely manner and liaise with the senior leadership team in relation to all suspensions.
18. Take minutes, as required, at a suspension meeting.

19. Ensure that pupil files are securely transferred to other schools at the end of each academic year.
20. Coordinate the sending of student reports, letters to parents such as trip letters, parents' evening letters, Arbor arrears letters, options booklets and collate any responses received.
21. Provide dedicated administrative support for parents' evenings, coffee mornings, super learning days, sports awards, sports day, prom and any other event held within school which will include sending home letters, collating replies, liaising with the senior leadership team.
22. Provide dedicated administrative support for residentials and trips including sending letters home, creating an accurate database that can be used for data analysis and ensuring correct documentation is received from parents such as medical information.
23. Liaise with external companies to arrange events for the school and/or outside of school if requested.
24. Ensure an accurate database on specific visits to the school such as parents' evenings, open evenings/mornings that can be used for data analysis.
25. Respond to parents in relation to school matters.

Transport

26. Liaise with the local authority and other agencies regarding student transport issues, and collate associated information as required.
27. Liaise with the appropriate colleagues on all matters relating to student transport.
28. Collate and distribute transport lists for the new academic year.

School Meals, Clubs and Trips

29. Liaise with the kitchens regarding the provision of school meals for our children and young people.
30. Ensure menus are distributed and dinners are entered onto the computer database.
31. Liaise with the school business manager in planning the Christmas dinner.
32. Ensure that letters are sent home to families and external agencies regarding Christmas dinner and collate the replies and liaise with the school cook on numbers and arrangements.
33. Ensure Arbor is checked on a regular basis and ensure that letters are sent home to families regarding monies owed.
34. Ensure paid trips and/or residentials are set up on Arbor and ensure that payment is received from individuals by ensuring that letters are sent home to families who owe money.

After School Club & Holiday Club

35. Support the administration of extended schools if requested. Ensure that letters, activities and timetables are sent home in a timely manner.

Health & Safety

36. Support the business manager in the collation of all accident and incident reports ensuring that these are passed to the Health and Safety department in a timely manner.
37. Support the business manager in liaising with the Health and Safety department, senior leadership team and caretakers in relation to any risks identified within the school.
38. Responsible for ensuring the contents of the 'grab bag' are audited in a timely manner and that any concerns are highlighted.

Financial

39. Responsible for the safe keeping of school funds, in accordance with the financial procedures of the Trust, and ensuring an accurate log of all monies and transactions are kept.
40. Responsible for placing orders with suppliers ensuring best value for services and supplies, ensuring that the necessary consent is received from the budget holder.
41. Responsible for all deliveries to the school ensuring that they are booked onto the school database and delivered to the named person in a timely manner.
42. Responsible for liaising with the finance team regarding any concerns or queries in relation to petty cash, orders and deliveries.
43. To be a role model for best practice of the financial procedures within the school.
44. To support the school in the arrangements of the school's facilities including lettings, extra-curricular activities, and the additional tuition purchased by parents, e.g. school shop, bookings for school facilities or provision of facilities for additional tuition out of school hours, including music.
45. To support the administration team in the input of invoices if appropriate.

Internal Management Boards

- 46. Provide dedicated administrative support to the senior leadership team in the preparation of papers/ reports to make sure they are readily available for the Internal Management Board meetings.
- 47. Be responsible for ensuring that the agenda and supporting documentation is sent out to all concerned in a timely manner.
- 48. Be responsible for taking minutes at the Internal Management Board meetings and working alongside the senior leadership team, ensuring that a one page profile is drafted in a timely manner.

Governors (this will be the responsibility of Business Administrator if no HOS Administrator in post)

- 49. Support the senior head of site administrator to ensure that the agenda and supporting documentation is sent out to Governors in a timely manner.
- 50. Responsible for ensuring that Governors' details are amended as required.
- 51. Be the first port of call for Governors to the school.
- 52. Support the senior head of site administrator in ensuring that Governors are aware of key dates/events that are happening within the school.

Standard Duties

- 53. Participate in the promotion and marketing of the school.
- 54. Understand the importance of inclusion, equality and diversity, both when working with pupils and with colleagues, and promote equal opportunities for all.
- 55. Uphold and promote the values and the ethos of the organisation.
- 56. Implement and uphold the policies, procedures and codes of practice of the organisation, including those relating to customer care, finance, data protection, ICT, health and safety, anti-bullying and safeguarding/child protection.
- 57. Take a pro-active approach to health and safety, working with others in the organisation to minimise and mitigate potential hazards and risks, and actively contribute to security e.g. challenging a stranger on the premises.
- 58. Participate in and engage with workplace learning and development opportunities subject to the organisation's training plan, working to continually improve own performance and that of the team/Group.
- 59. Attend and participate in relevant meetings as appropriate and assist with parents' evening and open evenings.
- 60. Be responsible for own continuing professional development and undertake appropriate courses of training.
- 61. Maintain confidentiality of information acquired in the course of undertaking duties for the organisation.

62. Undertake any other additional duties commensurate with the grade of the post.

Contacts

Students, staff, parents, carers, guardians, governors, outside agencies and visitors to the organisation

Our organisation is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and post holders to share this commitment. For child protection purposes an enhanced disclosure will be required for this post.

PLEASE SUBMIT EVIDENCE OF PREVIOUS EXPERIENCE, SKILLS AND ABILITIES ONLY AGAINST THE CRITERIA EMBOLDENED BELOW

Person Specification		
Selection Criteria Essential	Selection Criteria Desirable	Assessed By
Education and Qualifications		
NVQ Level 2 or Level 3 in Business Administration	NVQ Level 2 or 3 in Business Administration	AF
Literacy and Numeracy Skills		AF / I
Experience		
Experience of using computer packages for word processing, spreadsheets, databases, emails and researching information	Experience of working within a school in an administrative/business support capacity	AF / I
Experience of undertaking a wide range of office-based administration and clerical tasks,	Experience of handling cash/ financial procedures.	AF / I
Experience of ensuring best-value when ordering goods (or the willingness to learn)		AF / I
Experience of undertaking reception duties and providing high levels of customer care	Experience of taking minutes or the willingness to learn	AF / I
Experience of team-working to work effectively with others and meet deadlines and goals		AF / I
Experience of following instructions, procedures and policies		AF / I

Skills and Abilities		
Communication skills to deliver polite, courteous and efficient customer service, in person and over the telephone		AF / I
Written communication skills to take accurate messages, passing them on to others and to take accurate minutes		AF / I
Initiative to respond to unexpected problems using recognised procedures and policies as a guide		AF / I
Organisational skills to work under pressure to complete tasks to deadlines, re-prioritising own workload if necessary		AF / I
Knowledge		
Understanding of the type of activities which take place within the school office and an appreciation of the administration needed to give effective support for the school		AF / I
Understanding of data protection and the need to keep information confidential		AF / I
Understanding why safeguarding is important when working with children and young people		AF / I
Work circumstances		
To work occasionally out of hours to support school functions		I

Abbreviations: AF = Application Form; I = Interview

N.B. Any candidate with a disability who meets the essential criteria will be guaranteed an interview

