



Job Description & Person Specification
Head of Site Administrator

Job Description	
Job Title:	Head of Site Administrator
Pay Grade / Scale / Range:	Scale 5 SCP12-17 See advert for actual salary
Benefits & Perks:	Flexible Working, occupational pension scheme, occupational sickness scheme, full training
Working hours:	36 hours 40 minutes per week Full Year Hours: 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 Group
Special circumstances:	Some out-of-hours working required at busy times.
Staff responsible to:	Head Teacher / Business Manager
Staff responsible for:	None
Accountable to:	CEO
Probationary period:	6 months

Job Purpose

Responsible to the Head Teacher the post holder will typically have specific responsibilities for the administration of pupil 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/passess 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 pupils, 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 Management Information Systems, 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 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 Management Information System, spreadsheets, formatting presentations or research on the internet.
11. Responsible for ensuring that the school Management Information System is kept up to date by entering all new pupils 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 pupil 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. Responsible for ensuring that a welcome pack and relevant forms are sent to new families in a timely manner.
14. Responsible for ensuring that the school census is kept up to date adhering to strict timelines.
15. Responsible for ensuring that the pupil attendance register is printed each day, informing staff teams of any non-attendance and liaising with the local authority regarding attendance for children looked after.
16. Responsible for ensuring that the computerised pupil Management Information System is kept up to date with exclusions, attendance registers and pupil/parent information.
17. Responsible for ensuring that exclusion paperwork is sent home and to the local authority in a timely manner and liaising with the Head/Deputy of Site in relation to all exclusions.
18. Take minutes, as required, at an exclusion meeting.

19. Responsible for ensuring that pupil files are securely transferred to other schools at the end of each academic year.
20. Undertake arrangements for sending out reports, letters to parents such as trip letters, parents' evening letters, ParentPay 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 Head/Assistant Head Teacher.
22. Provide dedicated administrative support for residentials and trips including sending letters home, creating an accurate Management Information System 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.
24. Ensure an accurate Management Information System 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.
26. To co-ordinate and oversee the work of the office staff, developing their skills as appropriate.

Annual Reviews

27. Be responsible for the administration of annual reviews such as invitations being sent out and reports being distributed in a timely manner.
28. Be responsible for keeping the Management Information System up to date with annual review dates and copies of all reports sent to parents and outside agencies
29. Be able to liaise with key staff on all matters relating to annual reviews and keep them informed of parents and agencies that are attending.

Holiday Clubs / After School Clubs

30. Assist the Business Manager with all aspects of Holiday / After School Clubs.
31. Be responsible for checking messages received from families and responding where necessary.
32. Be responsible for sending out correspondence to families where necessary.

Transport

33. Liaise with the local authority and other agencies regarding pupil transport issues, and collate associated information as required.
34. Liaise with the Head/Assistant Head Teacher on all matters relating to pupil transport.
35. Be responsible for the collation and distribution of transport lists for the new academic year.

School Meals

36. Liaise with the school meals service regarding the provision of school meals for our young people and liaise with the Head/Deputy of Site with any queries.
37. Be responsible for ensuring menus are distributed and dinners are entered onto the Management Information System.
38. Liaise with the Head/Assistant Head Teacher in planning the Christmas dinner.
39. Be responsible for ensuring letters are sent out to families and external agencies regarding Christmas dinner, collating replies and liaising with the school cook on numbers and arrangements.

After School Club & Holiday Club

40. Assist the Business Manager with all aspects of Holiday / After School Clubs.
41. Be responsible for checking messages received from families and responding where necessary.
42. Be responsible for ensuring that letters, activities and timetables are sent home in a timely manner.
43. Be responsible for checking payments are made and informing Business Manager of non-payment.
44. Be responsible for ensuring that all requests are passed onto the relevant member of staff in a timely manner.
45. Be responsible for ensuring medical forms are passed on to the health team.

Health & Safety

46. Responsible for the collation of all accident and incident reports ensuring that these are passed to the Health and Safety department in a timely manner.
47. Liaise with the Health and Safety department, Head Teacher /Assistant Head Teacher and caretakers in relation to any risks identified within the school.
48. Responsible for ensuring the contents of the 'grab bag' are audited in a timely manner and that any concerns are highlighted.

Financial

49. Responsible for the safe keeping of school credit card, in accordance with the financial procedures of the Group, and ensuring an accurate log of all transactions is kept.
50. Responsible for placing orders with suppliers ensuring best value for services and supplies, ensuring that the necessary consent is received from the budget holder.
51. Responsible for all deliveries to the school ensuring that they are booked onto the school Finance System and delivered to the named person in a timely manner.
52. Responsible for liaising with the Business Manager/ finance team regarding any concerns or queries in relation to orders and deliveries.

Internal Management Boards

53. Provide dedicated administrative support to the Head Teacher /Assistant Head Teacher including preparing papers to make sure they are readily available for the Internal Management Board meetings.
54. Be responsible for ensuring that the agenda and supporting documentation is sent out to all concerned in a timely manner.
55. Be responsible for taking minutes at the Internal Management Board meetings and working alongside the Head Teacher /Assistant Head Teacher, ensuring that a one page profile is drafted in a timely manner.

Governors

56. Responsible for ensuring that the agenda and supporting documentation is sent out to Governors in a timely manner.
57. Responsible for ensuring that Governors' details are amended as required.
58. Be the first port of call for Governors to the school.
59. Responsible for ensuring that Governors are aware of key dates/events that are happening within the school.

Administrative Support to the Head/ Business Manager and SLT

60. Provide an efficient, professional and confidential secretarial and administrative service to the Head Teacher /Assistant Head Teacher including word processing of correspondence, minute taking, reports, publications and other documents to a high standard of quality and accuracy as required.
61. Responsible for organising and maintaining the Head Teacher /Assistant Head Teacher's diaries, including arranging appointments, making travel arrangements, co-ordinating meetings and events.
62. Responsible for sorting, distributing and administering incoming and outgoing post addressed to the Head Teacher /Assistant Head Teacher.
63. Draft correspondence on behalf of the Head Teacher /Assistant Head Teacher.
64. Liaise with external agencies (e.g. Local Authority, multi-agency teams, other schools) on behalf of the Head Teacher /Assistant Head Teacher.
65. Provide a point of contact for parents/carers and external agencies wishing to speak with the Head Teacher /Assistant Head Teacher.
66. Assist the Head Teacher /Assistant Head Teacher in co-ordinating school functions.
67. Assist the Head Teacher /Assistant Head Teacher with the co-ordination of school policy documentation.
68. Provide hospitality for visitors meeting with the Head Teacher /Assistant Head Teacher.
69. On behalf of the Head Teacher /Assistant Head Teacher, be responsible for communicating information of a sensitive or confidential nature to parents, external agencies and school staff.

70. Assist the Head Teacher /Assistant Head Teacher in ensuring the year planner is adhered to and discussed on a weekly basis.
71. To make arrangements for attendance at conferences and events and arrange travel and overnight stays for the Head/Assistant Head Teacher, as required.

Standard Duties

72. Undertake pupil welfare duties, looking after sick pupils, administering basic first aid as necessary and liaising with parents/staff in accordance with the organisation's procedures. This role could include administering first aid to other members of staff.
73. Participate in the promotion and marketing of the school.
74. Understand the importance of inclusion, equality and diversity, both when working with pupils and with colleagues, and promote equal opportunities for all.
75. Uphold and promote the values and the ethos of the organisation.
76. 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.
77. 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.
78. 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.
79. Attend and participate in relevant meetings as appropriate and assist with parents' evening and open evenings.
80. Be responsible for own continuing professional development and undertake appropriate courses of training.
81. Maintain confidentiality of information acquired in the course of undertaking duties for the organisation.
82. Under the direction of the Assistant Head Teacher, assist with the operation of supply cover as required.
83. Undertake any other additional duties commensurate with the grade of the post.

Contacts

Pupils, 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 3 in Business Administration	NVQ Level 3 in Business Administration	AF
Literacy & Numeracy Skills		AF / I
Willingness to obtain basic first aid certificate	First Aid Certificate	AF / I
Experience		
High level experience of using computer packages for word processing, spreadsheets, Management Information Systems, 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, including financial procedures and responsibilities		AF / I
Experience of handling cash		AF / I
Experience of taking minutes and producing documents of high quality		AF / I
Experience of providing high-level support in a busy environment		AF / I
Experience of diary management		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		

Effective communication skills to deliver polite, courteous and efficient customer service, in person and over the telephone.		AF / I
Excellent written communication skills to take accurate messages, passing them on to others and to take accurate minutes		AF / I
Self-starter, works on own initiative, strong organisational skills, good written communication.		AF / I
Ability to establish priorities and meeting agreed targets and deadlines		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
Ability to remain confidential at all times		AF / I
Excellent IT, secretarial skills and administration skills		AF / I
Proven high communication skills, oral and written in order to produce detailed reports and minutes.		AF / I
Experience of managing and organising a diary.		AF / I
Ability to act as a minute taker as directed by senior management.		AF / I
Professional demeanour, good inter-personal skills and ability to deal with various members of the public and senior management.		AF / I
Ability to build effective working relationships with a wide variety of individuals		AF / I
Ability to support work colleagues to enable them to carry out their role		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 of the demands of the role		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