

Job Description

Post Title: Senior Administrator

Pay Range/Grade: Band 7, SCP11 - SCP17

Line Manager: Office Manager

INTRODUCTION:

1. Whilst every endeavour has been made to outline the main duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings, therefore, may have been used below, in which case all the usual associated routines are naturally included in the job profile.
2. Employees should not refuse to undertake work, which is not specified on this form, but they should record any additional duties they are required to perform and these will be taken into account when the post is reviewed.
3. Exceed Academies Trust is an Equal Opportunities Employer and requires its employees to comply with all current equality policies in terms of equal opportunity for employment.
4. The Trust is committed, where possible, to making any necessary reasonable adjustments to the job role and the working environment that would enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

PRIME OBJECTIVES OF THE POST:

To assist in the provision of high-quality professional, flexible and accurate administrative support to the Academy, with additional duties relating to the efficient function of a number of key areas of Academy business.

These include but are not limited to HR & Recruitment, Finance, Admissions and Asset Management. The postholder will work closely with the Senior Leadership Team and Office Manager to assist in managing the school admin service to staff, pupils and parents.

The Senior Administrator will be a part of the wider school admin team and will carry out their duties at the direction of the Office Manager.

This may include general admin functions, such as reprographics, reception duties including welcoming visitors & promoting positive and welcoming communication, arranging cover for absent staff, organisation of events, such as parent evenings, cashless payment systems and trips (in conjunction with the lead trip organiser) as well as managing requests for admin support from both teaching and non-teaching staff, using the resources available within the school office.

Responsible to the Office Manager from whom they will receive formal supervision and who will allocate work when necessary. However, much of the work is self-generating, and the post holder will be expected to work within established procedures and guidelines and to prioritise day-to-day work, dealing with exceptional or complex queries from senior members of staff.

To provide prompt and effective information, advice and access to services offered by the Academy to parents/carers, governors, community groups, members of the public and other agencies, dealing with requests for help and intervention, seeking guidance from and working in conjunction with senior/qualified professional staff on more complex requests. Undertaking and promoting the Academy to public and external agencies.

May from time to time be required to undertake other duties commensurate with the grade and level of responsibility defined in this job description.

KNOWLEDGE AND SKILLS:

(See Person Specification)

EFFORT DEMANDS:

- Will work under own initiative with limited supervision, working to the priorities set by the Office Manager, Executive Headteacher and Executive Services Manager.
- Will make complex decisions relating to the provision of administrative services to staff, parents and pupils. Will take the lead on key administrative services related to HR & Recruitment, Finance, Admissions and Asset Management. This will include (but is not limited to) staff leave of absence, recruitment, processing credit card and financial transactions, placing of financial orders on PSF, managing interview processes, meeting with and managing parent admissions on behalf of prospective pupils, administering the Academy Asset Register and working closely with the IT Team to facilitate effective management of assets, including ensuring their security and confirming their whereabouts on site.
- To contribute to the overall ethos/work/aims of the Academy.
- Will make decisions regarding individual requests from managers in terms of the advice and information provided.
- Liaise closely with colleagues in key department within the Academy and Trust, including HR, Finance, Estates, IT and the Executive Services Manager.
- Day to day decisions regarding the organisation of the working area/workload and school priorities; assisting with the planning and development of support services.
- To participate in training and other CPD programmes as required and maintain personal and professional development in order to meet the changing demands of the post.

RESPONSIBILITIES:

- Depending on allocation of workload, act as the first point of contact for staff in school regarding HR, Finance, Admissions and Asset Management.
- Oversee the management of processes related to these areas in accordance with direction from the Office Manager, Executive Service Manager and SLT. Below are indicative examples of the types of responsibilities to be held by the postholder (these are not exhaustive):

HR:

- Advising senior colleagues and staff members of leave entitlement
- Recording and managing staff absence and absence procedures
- Supporting in the management of absence hearings
- Coordinate return to work meetings and information
- Make welfare calls and Occupational Health Referrals
- Maintain Staff Absence Management System & Leave of Absence Calendars

- Support the recruitment process for teaching and support staff:
 - Liaising with advertising agencies and partners to promote vacancies
 - Collate recruitment applications
 - Assist and support the interview day process
 - Assist with new starter paperwork and pre-employment checks
 - Alert Induction Team of new starters to ensure induction takes place on day one of employment
 - Maintaining contact with new appointees prior to taking up post

- Provide HR clerical support e.g. photocopying, filing, emailing and completing routine forms in addition to preparing and collating documents in relation to formal HR procedures i.e. attendance management meetings, disciplinary hearings etc.
- Assist with maintaining and updating HR databases as and when necessary
- Produce data/information/basic reports as required e.g. staff attendance data
- Data inputting of computerised records/management information systems
- Produce data/information/basic reports as required e.g. staff attendance data
- Attending and managing hearings and meetings relating to staff absence/attendance

FINANCE:

- Processing and reconciling financial transactions, including use of the Academy Credit Card
- Ensuring accurate record keeping and maintenance of financial records and transaction paperwork
- Ensuring that staff are meeting expectations around financial propriety and best practice for managing financial transactions
- Managing order process using internal and external platforms, including PSF

ESTATES & ASSET MANAGEMENT:

- Ensuring the maintenance and administration of an accurate and up to date asset register
- Assist with asset management processes including 'stock taking' and asset taking
- Ensure a good working knowledge of Academy assets and their whereabouts in the building
- Working closely with the Executive Services Manager and IT Team to maintain an accurate picture of asset management within school
- Assist in investigating asset misappropriation or loss of assets due to damage or theft.

RESPONSIBILITIES ADMINISTRATION:

- Dealing with routine and less routine enquiries. Given the changing needs of the school, workloads can vary to involve fewer routine tasks and the post holder will be expected to undertake these with little or no supervision as they arise, verifying/authorising action where applicable, liaising with senior members of staff on more complex issues if necessary.
- Participating in specialist groups to contribute to the resolution of issues, assisting in the development of new and complex procedures and addressing new issues or operational methods whilst supporting work on one off projects.
- Undertake reception duties and cover where required, answering complex telephone and face to face enquiries and signing in visitors when required.
- Assisting with arrangements for visits by school nurse, photographer etc.

- Provide an effective and efficient comprehensive administrative service, including the full range of administrative duties.
- Create and maintain manual/electronic filing and information systems, including those of outside agencies e.g. DfE.
- Maintain and collate pupil reports.
- Complex data inputting of computerised records/management information systems, ParentPay, milk returns and NRS systems.
- Undertake typing, word-processing and complex IT based tasks (audio and copy typing services, letters, memos, minutes etc), some of which may be highly confidential and sensitive in nature.
- Undertake confidential and routine administration, e.g. documents and reports, responding to complex letters and emails/maintaining and updating distribution lists/registers/school meals/arranging and coordinating support team meetings as well as other school meetings on behalf of school staff and governors/room bookings/minute taking.
- Responsible for the safe keeping of office equipment and secure storage of supplies.
- Operate office equipment e.g. photocopier, computer.
- Maintaining stock and supplies, processing orders, checking delivery notes and invoices ensuring they are correctly recorded, cataloguing and distributing as required with regular audits of resources.
- Procurement in accordance with the Academy/Trust procurement policies and procedures.

ENVIRONMENTAL DEMANDS/WORKING CONDITIONS:

- Available to work during school hours in term time, as well as other times of year to complete 'plus' days to be agreed with the successful candidate upon appointment.
- A willingness to be flexible as may be required to attend staff meetings/training sessions outside of usual hours.
- Will have contact with members of the public/other professionals e.g. teaching staff, governors, parents/carers, community groups, local education authority, external providers etc.
- The post holder may occasionally be subjected to antisocial behaviour from members of the public/parents/site users.
- This post may include a degree of manual lifting and handling. You are expected to be aware of health and safety policies and procedures and frequently assess your ability to carry out the lifting tasks required of you.
- Report all concerns to an appropriate person.

GENERAL:

All Academy staff are expected to:

- Work towards and support the Academy's vision and objectives.
- Support and contribute to the Academy's responsibility for safeguarding students.
- Work within the Academy's health and safety policies and procedures to ensure a safe working environment for staff, students and visitors.
- Work within the Academy's Equality Policies to promote equality of opportunity for all students and staff, both current and prospective.
- Maintain high professional standards of attendance, punctuality, appearance, conduct and positive, courteous relations with students, parents and colleagues.
- Engage actively in the performance review process.
- Adhere to Academy policies and procedures as set out in the staff handbook or other documentation available to all staff.

This job description should be seen as enabling rather than restrictive and will be subject to regular review.

OTHER CONSIDERATIONS:

- To be aware of and comply with policies and procedures relating to child protection; being vigilant for signs that children may be being abused and to report any such suspicions to the school's nominated Child Protection Co-ordinator or the Headteacher.
- To act in accordance with the Data Protection Act and maintain confidentiality at all times e.g. access to staff/student/parent and carers files.
- Accept and commit to the principles underlying the Schools Equal Rights policies and practices.
- Be able to perform all duties and tasks with reasonable adjustments, where appropriate, in accordance with the Equality Act.
- Must be legally entitled to work in the UK.

Working in Partnerships with Parents/carers and external agencies:

- Internal contact with staff at all levels across the school and Trust, Parents/Carers, Governors, Community Groups, Social Services, Police, Local Education Authority, Contractors and External Agencies.
- The post holder may occasionally be subjected to antisocial behaviour from members of the public/parents/site users.

Maintaining Professional Competencies:

- To operate within agreed legal, ethical and professional boundaries when working with children and young people and those involved with them.
- Ensure high level of professional competences by attending regular training, undertaking further qualifications and self-study.

Safeguarding and Compliance:

- Work in line with statutory safeguarding guidance (e.g. Keeping Children Safe in Education, Prevent) and our safeguarding and child protection policies.
- Safeguarding the welfare of pupils and reporting any concerns to the Deputy Headteachers and/or Headteacher.
- To be aware of the school's duty of care in relation to staff, students and visitors and to comply with the health and safety policy at all times.
- Promote the safeguarding of all pupils in the school.

Management of Resources:

- To maintain the confidential nature of information relating to the school, its pupils, parents and carers.
- The provision, use and storage of equipment and materials used by pupils with whom the post holder is working. General responsibility for the care of all equipment and materials within the classroom/designated area of the school.
- May be a key holder and have security responsibilities.
- This post may include a degree of manual lifting and handling. You are expected to be aware of health and safety policies and procedures and frequently assess your ability to carry out the lifting tasks required of you.

This job description should be seen as enabling rather than restrictive and will be subject to regular review.



Person Specification

Area of specification	Essential/ Desirable	Method of Assessment
<p>QUALIFICATIONS</p> <ul style="list-style-type: none"> • Minimum of GCSE English and Mathematics at grade C or above (or equivalent). • NVQ3 (or equivalent) in a relevant discipline. • Further professional qualifications relevant to the role. 	<p>E</p> <p>D</p> <p>D</p>	<p>Application and interview</p>
<p>EXPERIENCE</p> <ul style="list-style-type: none"> • Experience using Microsoft Office, Office 365, SIMS and complex databases with excellent IT skills. • Experience of working in a school office environment, to include development, management and operation of administrative/ICT systems. • Provide evidence of having previously spoken fluently to customers at an Intermediate Threshold Level 	<p>E</p> <p>E</p> <p>E</p>	<p>Application and interview</p>
<p>KNOWLEDGE/SKILLS/ABILITIES (Core competencies)</p> <ul style="list-style-type: none"> • Extensive experience of higher-level school office work including the full range of reception duties and dealing with a complex workload. • Knowledge of schools and how a support service within a school is run. • Excellent literacy and numeracy. • Excellent communication skills including telephone/reception skills. • Knowledge of and the ability to use office machinery e.g. photocopiers, scanners, shredding machine etc. • Experience in the use of complex databases and other software packages with an advanced level of word processing/typing skills e.g. Microsoft Office (Word/Excel/Outlook etc.). This should include the production of detailed reports, presentations, visual aids, new forms etc. • Experience of maintaining complex financial information systems and making payments. • Have a neat and organised approach to work. • Be willing, courteous and able to work both using your own initiative and in a team. • Respect confidentiality. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p>	<p>Application and interview</p>

<p>PERSONAL QUALITIES</p> <ul style="list-style-type: none"> • Be committed to raising standards • Be someone who can create an atmosphere in which children can thrive and succeed • Have excellent interpersonal skills • Effective communication and organisation skills • Ability to manage workloads and work calmly under pressure • Ability to work well within a team 	<p>E E E E E</p>	<p>Application and interview</p>
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This job description is not your contract of employment, or any part of it. It has been prepared only for the purpose of school organisation and may change either as your contract changes or as the organisation of the school is changed. Nothing will be changed without consultation. This document must not be altered once it has been signed but it will be reviewed annually as part of the performance management process or as appropriate.

The post holder must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010.

In addition, the post holder must have the ability to cope with requirements of the post, which may include working with pupils who have emotional and behavioural difficulties or physical difficulties. For posts working with pupils who have physical difficulties, it may be an unavoidable core component of the job for the post holder to be capable of lifting and carrying. However, suitable training will be provided, should this be the case.

