

<b>THE PARTNERSHIP TRUST</b>	
<b>JOB DESCRIPTION &amp; PERSON SPECIFICATION</b>	
<b>NAME:</b>	
<b>POST TITLE:</b> Administrator	<b>GRADE:</b> BANES GRADE 4 (SCP 7-8)
<b>RESPONSIBLE TO:</b> Office Manager	
<b>DATE:</b>	

### **JOB PURPOSE**

The primary purpose of this post is to undertake a range of administration, organisational and reception tasks and processes under the supervision of the Office Manager. 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 values, vision and ethos of the school in all interactions.

### **MAIN DUTIES AND RESPONSIBILITIES**

- Under the direction school's Office Manager ensure the provision of a friendly and welcoming point of contact for staff, parents and visitors.
- To liaise with relevant staff from The Partnership Trust to support the efficient and effective work of the school office.
- To assist the Office Manager in managing and maintaining the school's paper-based and electronic records systems e.g. BromCom, Dojo, Insight) in relation to maintenance of pupil records.
- To assist the Office Manager in ensuring the appropriate health and safety and safeguarding processes are in place to check and record the entry of all visitors in and out of the building.
- To support the collection and recording of payments through the School's parent payment system.
- To undertake a wide range of administrative duties including word processing, filing, photocopying, handling the post and other general office administration.
- To assist the Office Manager in, the arrangement of transport and liaising with staff as appropriate.
- To liaise with parents of pupils on administrative issues.
- To assist as required in the receipt, dispatch and circulation of post and in the maintenance and monitoring of school calendar, appointment and visitor record systems.
- To provide a reception service, receiving visitors in a courteous and friendly manner and receiving and checking deliveries.

- To receive telephone and face to face enquiries, from parents, staff and other stakeholders in a professional and supportive manner, providing information, seeking support from other colleagues where necessary, and taking and passing on messages promptly and accurately.
- To work under the direction of the Office Manager to support the maintenance of the school website.
- To produce and distribute the school newsletter
- 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.
- Manage and organise completed forms from parents and carers
- Provide administrative support to staff as needed.
- Assist with organising parents evening and other meeting and events including the organisation of rooms and equipment and providing refreshments as required.
- Keep records in accordance with the school's record retention schedule and data protection law, ensuring information security and confidentiality at all times.
- Monitor the late arrival of pupils and contact parents/carers to identify reasons for non-attendance, ensuring all safeguarding procedures are followed.

#### OTHER DUTIES

- To undertake other appropriate duties at the request of the Office Manager and the Headteacher in line with the scope and spirit of the job purpose, the title of the post and its grading.
- To safeguard and promote the welfare of pupils and take steps to prevent any child from suffering ill treatment or neglect. Be familiar with and adhere to the Child Protection procedures adopted within the school and report to the Designated Safeguarding Lead or Deputy Safeguarding Lead any concern that a child has been mistreated, either physically, emotionally, sexually or by neglect.
- To ensure the health, safety and welfare of all employees
- To work at other Trust schools as required to cover in the event of staff absence or in situations where additional support is required.

#### GENERAL

- The post-holder must carry out their duties with full regard to the Trust's Equal Opportunities Policy
- All duties and responsibilities must be carried out with due regard to the Trust's Health and Safety Policy
- The post-holder will participate in the Trust's performance management process as it is applied for all staff
- The post-holder should have knowledge of and compliance with relevant Trust policies and

## QUALIFICATIONS, KNOWLEDGE & EXPERIENCE

CRITERIA	ESSENTIAL	DESIRABLE
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>Evidence of a good basic education with 3 GCSEs at Grade C, or equivalent, one in English Language.</li> </ul>	<ul style="list-style-type: none"> <li>Business administration qualifications</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>Data protection and maintaining confidentiality</li> <li>High level of competence in the use of and application of ICT including Word, Excel and working knowledge of support systems</li> <li>Safeguarding and child protection procedures.</li> </ul>	<ul style="list-style-type: none"> <li>School-based MIS</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>At least 6 months previous administrative experience.</li> <li>Experience in a front facing role dealing with a variety of stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>School-based MIS e.g. BromCom</li> </ul>