



WELLSPRING
We Make A Difference

Wellspring Academy Trust - Beacon Academy

Job Description and Person Specification

Post Title: Student Services Administrator
Grade/Spinal Point: SC6
Reporting to: Administration Manager

Hours of Work:

37 hours per week, 195 working days per year (term time plus 5 INSET Days)
8:00am – 4:00pm Monday to Thursday
8:00am – 3:30pm Friday

The above times include a 30-minute unpaid lunch break.

1. PURPOSE OF JOB:

To provide a comprehensive student support service to all pupils. As part of the wider administration team, you are required to provide clerical, administrative and routine financial support to the wider school staff.

2. MAIN RESPONSIBILITIES:

- Provide a comprehensive student support service, including welcoming parents and students queries and dealing with general enquiries face to face or by telephone; taking messages or referring matters to the appropriate person
- Assist with student welfare duties, liaising with parents/carers and relevant staff, dealing with complex student matters, investigate and resolve any lunch account queries
- Provide First Aid when required as well as completion of student risk assessments for return to school after injury
- Facilitate the prompt delivery of essential items (i.e. learning materials, uniform, lunches) to students to minimise disruption to learning
- Manage the secure storage and tracking of confiscated items, ensuring their return or disposal strictly aligns with school behavior policies
- Oversee the schools lost property lifecycle, including organised storage, maintenance, and return to owners
- Act as central liaison between the school and parent/carers, managing official communications on behalf of the students
- Ensure the school MIS system is up to date with regards to student records, contact details and are compliant with data standards

- Manage the administration of the free school meals (FSM) eligibility checker:
 - liaising directly with parents/carers to resolve 'Not Found' status results, sensitively requesting and verifying alternative evidence of benefit entitlement
 - Proactively promote FSM eligibility to unregistered families to increase uptake and support community welfare
 - Accurately log FSM data within Arbor to ensure internal allowances are correctly provisioned and academy funding systems are fully optimised
- Undertake document and report preparation, storage, format, retrieval, amendment and transmission using IT skills and a range of technology to support information processing and communication.
- Process, format and assemble documents, records, information and data. Manipulate information and undertake routine analysis to produce routine reports.
- Assist in arranging school trips, check venue and transport availability, makes and confirms booking, collects and records contributions.

3. SUPERVISION / MANAGEMENT OF PEOPLE

The postholder has no responsibility for supervision but will assist in the familiarisation of work duties to other colleagues.

4. CREATIVITY AND INNOVATION

The postholder will be required to use judgment when determining the most appropriate action from a range of alternative options, deciding the order in which duties are undertaken and when to involve senior staff.

5. CONTACTS AND RELATIONSHIPS

All school staff to discuss work issues and determine priorities.

Visitors and pupils to provide advice, information, instruction and resolve any issues that arise.

Daily contacts with Associate Principal and Administration Manager and other teaching or non-teaching staff to determine priorities and highlight areas of concern.

Contacts with pupils and parents in matters relating to educational records or enquiries.

6. DECISIONS

Discretion – Decisions are within well-defined procedure, policy, protocols and practice the postholder will be required to use initiative and discretion to resolve problems that arise. Direction is readily available from the line manager or other professional or senior staff.

Consequences – matters relating to the postholder's discretion would be readily identified and amended if necessary.

7. WORK ENVIRONMENT

Divided into 4 sub-categories as follows:-

Work Demands – Able to choose between a range of similar options to achieve routine planned objectives and deadlines.

Physical Demands – The work requires normal physical effort

Working Conditions – The postholder will normally work in an office but may occasionally be required to visit locations throughout the school.

Work Context – The job requires direct contact with parents, pupils and visitors to the school

8. KNOWLEDGE AND SKILLS

- Good communication and interpersonal skills with a broad range of people.
- Ability to use tact and courtesy with staff, pupils and visitors to the school.
- Ability to use a full range of office equipment and information processing technology to produce, amend and update information and documents, correspondence and reports.
- Ability to produce and amend complex word-processed documents.
- Developed keyboard and IT skills
- Good literacy and numeracy skills.
- Ability to represent and celebrate the values, culture and ethos of the school.
- Knowledge of relevant policies, codes of practice and awareness of relevant legislation.
- Understanding of the Trust's relevant procedures and policies.
- Ability to process orders and resolve routine issues that arise.
- Ability to collect balance and record cash transactions and an awareness of the related financial processes.

9. GENERAL

a) Job Evaluation - This job description has been set out in such a way as to allow for job evaluation using the GLPC Scheme as adopted by the North East Lincolnshire Council.

b) Other Duties - The duties and responsibilities in this job description are not restrictive and the postholder may be required to undertake any other duties which may be required from time to time. Any such duties should not however substantially change the general character of the post.

c) **Equal Opportunities** - The postholder must carry out his / her duties with full regard to the Council's Equal Opportunities policy.

d) **Health and Safety** - The postholder must carry out his / her duties with full regard to the Department's Health and Safety Procedures.





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Section	Information	Essential / Desirable	How Identified
Education and Training			
	Excellent numeracy / literacy /ICT skills (IT skills including spreadsheets, databases, Management Information Systems)	E	A
	Minimum of 3 GCSE or equivalent Level 2 qualification including Maths and English.	D	A
	Basic First Aid Certificate	D	A
Experience			
	Relevant policies, codes of practice and legislation including safeguarding and attendance linked to education	D	A/I
	Experience of maintaining office resources	D	A/I
	Experience of providing first point of contact services	E	A/I
	Experience of supporting staff with a wide range of administrative services	D	A/I
Skills and Abilities			
	Accurate keyboard skills and excellent working knowledge of Microsoft Office applications	E	A/I/T
	Able to communicate effectively and accurately, verbally, in writing, on the telephone and face to face	E	A/I/T
	Ability to maintain confidentiality	E	A/I/T
	Ability to organise and prioritise work, use own initiative and work as part of a team	E	A/I/T
	Customer orientated	E	A/I/T
	Able to solve problems and create innovative solutions.	E	A/I/T
	Excellent organisation and administrative skills with the ability to work effectively to deadlines and meet targets	E	A/I/T
	Deal sensitively with people and resolve conflicts	E	A/I/T
	Ability to follow instructions and comply with appropriate policies and procedures	E	A/I/T

	Ability to operate in a challenging environment	E	A/I/T
	Be an ambassador to all visitors.	E	A/I/T
Additional Requirements			
	Operate with the highest standards of personal/professional conduct and integrity	E	A/I
	Willing to work flexibly in accordance with policies and procedures to meet the operational needs of the Trust.	E	A/I
	Willing to undertake training and continuous professional development in connection with the post.	E	A/I
	Work in accordance with the Trust's values and behaviours.	E	A/I
	Able to undertake any travel in connection with the post.	E	A/I
	Able to demonstrate sound understanding of equality/diversity in the workplace and services provided especially in the access to delivery of the education of pupils and of own non-discriminatory practice and attitude	E	A/I
	Satisfactory Enhanced DBS disclosure to work in an environment dealing with young people	E	A/I
	Ability to form and maintain appropriate relationships and personal boundaries with children, young people and vulnerable adults	E	A/I
	A commitment to safeguarding and promoting welfare for all	E	A/I

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