



Job Description/Person Specification

School Administrator (Triage and admin support student services)

About the role:

The Triage and Student Support Services Administrator will provide general support within our pastoral areas, specifically the Triage team. The post holder will play a crucial role in the day-to-day life of a school by providing a wide range of pastoral administrative support, working closely with the Student Services Team. The key objective of this role will be to triage issues as needed and direct students to the right person to help them. The post holder will be required to adopt a flexible approach and be confident, supportive and possess good interpersonal and communication skills.

Responsible to: Assistant Headteacher

Main Duties and Responsibilities:

- Managing the triage desk, assessing student needs on arrival and directing them appropriately
- Handling calls from reception and responding to general enquiries
- Managing stock and distribution of student rewards and uniform items.
- Keeping records and logging on Bromcom as appropriate.
- Supporting attendance administration processes
- Providing general pastoral administrative support as required
- Maintaining accurate and organised filing systems

Administrative Support

- Undertake ad hoc duties as reasonably required by your line manager

General Responsibilities

- To be a flexible and supportive member of the whole school team
- The duties of this post may be amended from time to time after consultation with the post holder

Person Specification

Qualifications & Training

| | Essential | Desirable |
|--|-------------------------------------|--------------------------|
| GCSE (or equivalent) in English and Maths at Grade C/4 or above. | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

Experience & Knowledge

| | Essential | Desirable |
|--|-------------------------------------|-------------------------------------|
| Proficient user of IT (Google Sheets/Excel) | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Experience working within a school or educational setting. | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Experience of working in an educational setting or working with young people | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

Skills & Abilities

| | Essential | Desirable |
|--|-------------------------------------|--------------------------|
| Willingness to contribute to a changing environment and provide an effective support service | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Excellent organisational skills, with the ability to prioritise a busy workload and meet deadlines. | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| The ability to work independently and with initiative, as well as collaboratively as part of a team. | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Skilled in using office-based technology, including spreadsheets and databases | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

Personal Qualities

| | Essential | Desirable |
|---|-------------------------------------|--------------------------|
| A proactive, positive and flexible approach to work. | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| A commitment to promoting and safeguarding the welfare of children. | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| A commitment to the values and ethos of the school. | <input checked="" type="checkbox"/> | <input type="checkbox"/> |