

JOB DESCRIPTION

Employment Details	
Job Title	Pupil Services Administrator
Reports to	Pupil Services Manager
Salary Band	WHF NJC K

Safeguarding Commitment:

The White Horse Federation is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. We therefore expect all staff and volunteers to work to and within school policies and procedures, including safeguarding, child protection and health and safety.

This post is subject to satisfactory references which will be requested prior to interview, an enhanced Disclosure and Barring Service (DBS) check, medical clearance, evidence of qualifications and verification of the right to work in the UK.

Purpose of the Role
To provide clerical, pupil, attendance and reception support services for the school.

Responsibilities

Support for Pupils:

- Undertake reception duties, answering routine telephone and face to face enquiries as required
- Provide routine clerical support e.g. photocopying, filing, faxing, emailing, complete routine forms as required
- Deal with incoming and outgoing correspondence, including electronic, written and deliveries.
- Undertake routine financial administration, eg collecting and recording daily income
- Reconciles and banks monies
- Ensure all pupil records are maintained and up to date, maintaining good filing systems, both manually and computerised.
- Process admission and Pre-admission forms
- Administer first aid and medication when necessary, looking after sick pupils, liaising with parents/staff etc
- Report any safeguarding issues encountered to your safeguarding officer, Vice Principal or Principal ASAP.

In addition to the duties above, the role will include one or both of the areas of responsibility below, appropriate to the needs of the school - with careful consideration given to ensure workload is appropriate for the contracted hours.

Pupil services support – Responsible for:

- Administering school meals
- Administering Free school meal applications
- Assisting with medical inspections and related paperwork
- Assisting with the administration of school trips
- Maintaining registers for all extended school clubs

Attendance Support

To record and monitor pupil attendance, liaising with parents, school staff and other agencies to assist the improvement of pupil attendance at school.

- Check pupil attendance on a daily basis.
- Telephone parents of absent pupils on a daily basis.
- Write to parents inviting them to attendance meetings.
- Discuss pupil attendance issues with the parents at relevant meetings.
- Contact external agencies in connection with attendance.
- Work with the Principal to promote school attendance within the school.
- Complete any forms or paperwork in connection with attendance.

Additional Duties and Responsibilities:

- The post holder may be required to perform duties other than those given in the job description for the post. The particular duties and responsibilities attached to posts may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not of themselves justify the re-evaluation of a post. In cases, however, where a permanent and substantial change in the duties and responsibilities of a post occurs, consistent with a higher level of responsibility, then the post would be eligible for re-evaluation.
- In fulfilling the requirements set out in this job description, the post holder will apply the TWHF's commitment to equality by treating all employees fairly and without discrimination on the grounds of colour, race, ethnic or national origins, sexual orientation, age, marital status, disability, trade union association or religious beliefs.

In addition, the job holder will respect the need for confidentiality at all times whilst performing the duties of the role.

Additional Duties and Responsibilities

The principal responsibilities and tasks as set out above are not intended to be exhaustive. The need for flexibility, accountability and team working is required. The post holder is expected to carry out any other related duties that are within the employee's skills and abilities, commensurate with the post's grade and whenever reasonably instructed.

The post holder will respect the need for confidentiality at all times while performing this role.

The post holder must at all times carry out their responsibilities with due regard to Trust policy and arrangements for Health and Safety at Work.

All staff within The White Horse Federation will be expected to accept reasonable flexibility in working arrangements and the allocation of duties to reflect the changing roles and responsibilities.

Safe Working Practices with Children

It is the responsibility of each employee to carry out their duties in line with The White Horse Federation's ethos and culture of safe working practices for adults working with children and be sensitive and caring to the needs of the disadvantaged, promoting a positive approach to a harmonious working environment. Each employee should act as an

exemplar on these issues and must, where appropriate, identify and monitor training for themselves and any employees they are responsible for.

General Data Protection Regulations

The post holder is required to comply with GDPR regulations and to maintain awareness of Trust policies and procedures in this area. Attention is specifically drawn to the need for confidentiality in handling personal data and the implications of unauthorised disclosure.

Equality and Diversity

There is a requirement for the post holder to promote the equality and diversity agenda within their own role and areas of responsibility and across the department. In fulfilling the requirements set out in this job description, the post holder will apply The White Horse Federation's commitment to equality by treating all employees fairly and without discrimination.

This job description sets out the duties of the post at the time when it was drawn up. Such duties may vary from time to time without changing the general character of the duties or level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post. The job description will be reviewed regularly to ensure that it relates to the role being performed and to incorporate reasonable changes that have occurred over time or are being processed. Any review will be carried out in consultation with the post holder before any changes are implemented.

Developed by:		Issue Date:	
Post Holder signature:		Signature Date:	

PERSON SPECIFICATION

Qualifications and Training

Essential	Desirable
<ul style="list-style-type: none"> GCSE C or above (or equivalent) in English and Maths 	

Skills and Experience

Essential	Desirable
<ul style="list-style-type: none"> General clerical/administrative work Sound working knowledge of Microsoft Office Applications Customer Care experience Good numeracy skills The ability to prioritise own workload Attention to detail Excellent communicator 	<ul style="list-style-type: none"> Experience in an office or school environment Front line reception duties dealing with pupils and parents who may sometimes make emotional demands

Specialist Knowledge

Essential	Desirable

Personal Traits

The successful candidate will:

- Appreciate the differences between people regardless of ability or background and treat peoples' values, beliefs, cultures and lifestyles with respect and dignity at all times.
- Understand the boundaries of appropriate behavior when working with children and young people and always act in a way that respects these boundaries.
- Understand the principles of confidentiality and adhere to them in respect to the information available within the workplace.
- Have values that align with the ethos and culture of The White Horse Federation.