

Job Description: Administrator and Cover Coordinator

Job title:	Administrator and Cover Coordinator
Grade:	Scale 6 - Term Time Only - £30,770 - £31,693 (Actual)
Location:	Sarah Bonnell School
Job description reviewed by:	Andrew Hemmings & HR
Person specification:	Included

JOB DESCRIPTION AND PURPOSE – To provide high-level executive support to the Head of School and Director of Education, ensuring the smooth running of the school's and trust's senior leadership operations. The Executive Assistant will act as a key point of contact, manage sensitive information, and oversee a range of administrative functions.

Grade: Scale 6 - Term Time Only - £30,770 - £31,693 (Actual)

Based at: Sarah Bonnell School

Reports to: Office Manager

Responsible for: N/A

Accountable to: Office Manager

Budget: N/A

Other requirements: This post is subject to an enhanced DBS check, and is exempt from the Rehabilitation of Offenders Act (1974)

PROTECTING OUR CHILDREN - SAFEGUARDING

Everyone who comes into contact with children and their families has a role to play in safeguarding children. We recognise that staff at our school play a particularly important role as they are in a position to identify concerns early and provide help for children to prevent concerns from escalating.

All staff are advised to maintain an attitude of '*it could happen here*' where safeguarding is concerned. When concerned about the welfare of a child, staff members must always act in the **best interests** of the child.

PROTECTING OUR STAFF AND OUR RESOURCES – HEALTH AND SAFETY

Adherence to health and safety requirements, which includes proper risk management processes, is required from all staff at school in so far as this is relevant to their roles. All staff are expected to understand their responsibilities for protecting and promoting the health and safety of all children and colleagues.

EQUAL OPPORTUNITIES

Newham Community Learning has a strong commitment to achieving equality of opportunity in both its services to the community and in its employment of people, and expects all staff to understand and to promote its policies in their work.

DATA PROTECTION

UK GDPR and the Data Protection Act 2018 control how personal information is used by our Trust. Everyone responsible for handling and using personal data has to follow strict rules called 'data protection principles', which apply to any and all data concerning a living individual. An introduction

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to data protection is provided in our induction systems; refresher training is also provided. Staff are required to seek advice from the leadership team should they have any queries regarding the processing of personal data of fellow members of staff, children or parents.

SAFEGUARDING

Newham Community Learning is committed to safeguarding and promoting the welfare of children. All appointments will be subject to satisfactory completion of safeguarding checks and references, in line with Keeping Children Safe in Education (KCSIE) guidance.

Newham Community Learning is committed to creating a diverse workforce. We consider all qualified applicants for employment without regard to sex, race, religion, belief, sexual orientation, gender reassignment, pregnancy, maternity, age, disability, marriage or civil partnership.

The Role

To manage and coordinate the daily cover requirements for planned and unplanned staff absences across the school, ensuring high-quality, continuous learning for students. Additionally, to provide efficient, high-quality administrative, secretarial, and front-of-house support to ensure the smooth day-to-day operation of the school.

Key Responsibilities

Cover Co-ordination & Management

- Daily Absence Management: Act as the main point of contact for staff reporting absence or illness from 7:00 AM.
- Cover Allocation: Schedule daily cover for planned (trips, CPD, medical appointments) and unplanned absences using the Management Information System.
- Agency & Supply Staff Liaison: Book external supply teachers or agency staff when required, negotiating rates in line with school budget procedures and checking proper vetting/DBS clearances.
- Staff Induction: Welcome and induct supply teachers and external cover staff, providing badges, keys, class lists, seating plans, emergency procedures, and daily plans.
- Record Keeping: Maintain accurate records of staff absence, supply costs, agency invoices, and timesheets for payroll verification.
- Lead the operational management of staff absence, cover and punctuality systems, ensuring efficient processes, accurate data management and compliance with school policies and procedures.
- Work proactively with senior leaders to monitor staff attendance and punctuality, producing reports, identifying trends and supporting timely interventions where required.

General Administration & Reception

- Front of House / Reception: Serve as a polite and welcoming first point of contact for visitors, parents, contractors, and callers, managing queries professionally.
- Communications: Manage general school email inboxes, process incoming and outgoing mail, and send messages to parents via school communication platforms.

- Data & Records Management: Update pupil and staff records in the MIS, ensuring compliance with UK GDPR and data accuracy.
- Document Preparation: Produce letters, newsletters, forms, meeting minutes, and general correspondence as directed by the Senior Leadership Team (SLT).

Student & Operational Support

First Aid / Medical: Assist with student welfare queries, basic first aid, and contacting parents regarding sick or injured pupils.

4. Safeguarding & Compliance

- Adhere strictly to Keeping Children Safe in Education (KCSIE) guidelines and school safeguarding procedures.
- Ensure all external supply staff sign in via visitor management systems and present valid ID/DBS verification prior to entering classrooms.
- Maintain complete confidentiality regarding pupil records, staff details, and sensitive school matters.

Person Specification

Experience

- Proven administrative or clerical experience in a busy office environment.
- Experience handling telephone calls, emails, and face-to-face enquiries.
- Experience working under pressure to tight deadlines.
- Previous experience in an educational or school setting (desirable)
- Prior experience arranging staff cover or rotas (desirable)

Knowledge & Understanding

- Good understanding of data protection (GDPR) and confidentiality rules.
- Knowledge of standard office software and IT systems.
- Understanding of school safeguarding policies and KCSIE.
- Understanding of school routines, timetables, and classroom cover demands.

Skills & Abilities

- Outstanding organisational and time-management skills.
- Excellent written and verbal communication skills.
- Ability to prioritise conflicting demands during peak morning hours.
- High level of accuracy and attention to detail.
- Ability to troubleshoot basic rooming and schedule conflicts independently.

Personal Qualities

- Calm, resilient, and adaptable demeanor under pressure.
- Punctual and reliable (essential for early start times).
- Professional, approachable, and discreet.
- Commitment to safeguarding and promoting pupil welfare.

- Enthusiastic approach to whole-school life and ethos.

Additional Duties

- Work within the framework of the school ethos, adhering to the Code of Conduct for staff at all times.
- Maintain high standards of professional behaviour and presentation.
- Supervise pupils during breaks and/or lunchtimes if required.
- Carry out routine clerical tasks e.g. collecting trip money, distributing letters and producing class lists.
- Other appropriate duties relevant to the purpose of the post and within the grading and competency of the post holder, as reasonably required by the teacher/head teacher.
- Any other duties commensurate with the grade which may be required from time to time by the headteacher, classroom teachers or other leadership team members.
- All staff are expected to take part in necessary training and staff development.

PLEASE NOTE: Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. NCL reserves the right to alter the content of this Job Description, after consultation, to reflect changes to the job or services provided, without altering the general character or level of responsibility. These duties may be varied at the discretion of the Leadership team or Governing Body from time to time, to address the changing needs of the school and the development of the role.

Mobility:

You will be required to work at any of the Trust's sites, including all schools and the central office, as directed. The role involves travel between locations, and you are expected to attend any Trust site as required to meet operational needs. Flexibility in relation to location and working arrangements is an essential requirement of the role.

General Duties:

You will be expected to undertake any other duties and responsibilities that are commensurate with the role, as reasonably directed by the Trust or individual school leadership. This includes supporting the broader aims and priorities of the Trust and contributing to additional tasks, duties, projects, or activities as required to meet operational or organisational needs.