

Job Description and Person Specification

Job details			
Job title	School Administrator		
School	Angel Road Schools		
Location	Angel Road, Norwich NR3 3HY		
Hours per week	15 Hours per week	Weeks per annum and contract term	39 weeks (term time +1) Permanent
Grade & Salary	Grade D £25,989 FTE		
Responsible to	The Headteacher		
Responsible for	N/A	Job Family	Support staff

Purpose of the Role
The School Administrator's role is to carry out the school's administrative and clerical services, ensuring they operate at a high standard. This role is essential in making sure these functions effectively aid the school's management and teaching staff. Responsibilities include developing, planning, and overseeing school support services and complex procedures. The School Administrator will ensure that all areas of responsibility are efficient, effective, and compliant, contributing to the school's goal of providing a high-quality education in a safe, warm, and secure environment for both staff and pupils. They will also maintain a positive image of the school to parents, visitors, and other professionals, reflecting the school's and trust's ethos. Collaboration and teamwork are at the heart of this role. The post holder must work closely with all members of the school community, demonstrating integrity, setting high expectations for themselves and others, and upholding standards of care for children, staff, parents, and the community.

Job Description – main duties and responsibilities
Front Office and Communication
- Act as the first point of contact for visitors, parents and external agencies, ensuring a warm, professional welcome - Respond to telephone calls, emails and enquiries - Greet visitors and answering the telephone in a courteous and efficient manner - Effectively deal with telephone calls, transferring calls to relevant staff and taking and passing on messages as and when required - Manage the office email inbox and respond to or pass emails on to relevant members of staff - Monitor entry systems for the main gate and reception area - Communicate with parents/carers using in-app messages and email on Arbor - Work as part of a team or unsupervised, prioritising own workload and meeting deadlines
Administrative Duties
- Provide comprehensive administrative support - Maintain pupil records and databases using Arbor, ensuring compliance with GDPR and data protection requirements - Administration of admissions, starters, leavers and attendance processes within Arbor

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- Assist with organising school events, trips, parents' evenings and communications
- Work alongside the School Business Manager to oversee work of contractors on site
- Liaise with IT partner as appropriate
- Liaise with catering staff, confirming numbers and orders
- Undertake administrative duties within the scope of the post as determined by the Headteacher or senior member of staff

Attendance

- Ensure morning and afternoon pupil attendance is entered accurately and establish reasons for any absences
- Support with the preparation and submission of statutory returns, including the School Census
- Assist with the effective use of Arbor

Community

- Work with the School Business Manager to ensure effective communication and relationships with parents and other agencies
- Be an advocate for parents, signposting to help where necessary
- Support activities which support the positive marketing of the school
- Work with the School Business Manager to ensure the website is compliant
- Assist in the organisation and running of school-based events as appropriate

Safeguarding and Health & Safety

- Evolution Academy Trust is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. Therefore, we will conduct pre-employment checks, including a social media search. This post will come under the requirements of the Childcare (Disqualification) 2009 Regulations, and a successful applicant would be required to complete a declaration form to establish whether they are disqualified under these regulations. An enhanced DBS check will be required
- Promote the safety and wellbeing of pupils, and help to safeguard pupils by keeping up to date with relevant safeguarding guidance and practice, including Keeping Children Safe in Education and Working Together to Safeguard Children
- Job holders must ensure that they have read, understood and act in accordance with current school policies, particularly those intended to protect children and employees, for example, health, safety, welfare, safeguarding and inclusion
- Respond appropriately to safeguarding and child protection concerns, following school procedures and reporting promptly to the DSL
- Adhere to all health & safety regulations and requirements, taking necessary action to ensure a safe working and learning environments for all children, colleagues and visitors
- Promote a culture of vigilance and openness where pupils and staff feel safe and confident to raise concerns

Professional Development

- Keep own knowledge and understanding relevant and up to date by reflecting on own practice, liaising with managers to identify relevant professional development to improve personal effectiveness
- Take opportunities to build the appropriate skills, qualifications, and/or experience needed for the role
- Take part in the school's performance management procedures
- Follow all Trust and School policies, including the staff code of conduct

Supporting the work of our Trust

- Support our vision, mission and values, as well as our principled ways of working

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- Be a professional role model, promoting the aims of our Trust whilst also providing a critical and supportive lens
- Develop and maintain strong working relationships with Trust colleagues and contribute to collaborative working across schools
- Attend and engage in regular professional training, seek support from leaders and share best practice across our EAT community
- Contribute to our 'One Trust' approach, seeking further opportunities to celebrate the work of our staff teams

Person Specification	
Essential	Desirable
Qualifications	
• GCSE or equivalent level, including at least a Grade 4 (previously Grade C) or Functional Skills Level 2 in English and maths • Holds an appropriate administrative qualification at NVQ level 3 or has the equivalent relevant experience	• Further study in relevant courses • Safeguarding training
Experience	
• Strong organisational and administrative skills • Fully competent at using IT systems, including Microsoft Office and cloud-based platforms • Experience of effective communication skills in a variety of contexts	• Has worked in a school office or educational setting • Experience of using Arbor or similar MIS
Skills/knowledge	
• Excellent ICT/keyboard skills • Ability to prioritise, multitask and work under pressure • Ability to relate well to children and adults • Work constructively as part of a team, understanding school roles and responsibilities and your own position within these • Excellent communication skills, both written and verbal • Awareness of school admissions, attendance and safeguarding procedures • Ability to self-evaluate learning needs and actively seek learning opportunities • Accuracy and attention to detail	• Knowledge of statutory returns, including supporting with School Census • First Aid training or willingness to undertake training
Personal Qualities	
• Warm, approachable and committed to providing high quality support • Enjoyment of working with children	• Capacity to inspire, motivate and challenge children and young people

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- Sensitivity and understanding, to help build good relationships with pupils and their families
- Commitment to getting the best outcomes for all pupils and promoting the ethos and values of the school
- Commitment to maintaining confidentiality at all times
- Commitment to safeguarding pupils' wellbeing and equality
- Resilient, positive, forward thinking, and enthusiastic about making a difference

General information

- This job description details the main outcomes required and will only be updated to reflect **major changes** that impact on the outcomes of the job. It may be amended at any time in consultation with the postholder
- All work performed/duties undertaken must be carried out in accordance with relevant, Trust and Local Authority policies and procedures, within legislation, and with regard to the needs of our stakeholders and the diverse community we serve
- Job holders will be expected to be flexible in their duties and carry out any other duties commensurate with the grade and falling within the general scope of the job, as requested by management. This Job Description is not an exhaustive list

Signed: Job Holder		Signed Manager:	
Print Name:		Print Name:	
Date:		Date:	