



Job Description

Post title	Primary Administrator
Academy	Crayford
Responsible for	Primary Receptionists
Responsible to	EA to Principal
Grade	Haberdashers' Aske's Crayford Academy Band 6 Point 21 £22,326
Hours	35 hours per week 44 weeks per year (inclusive of holidays) 5 days to be worked during the school holidays (dates to be in agreement with line manager)
Closing date	5 th September 2017

Summary of the overall purpose of the job

To work as part of a flexible team, supporting Crayford Academy and the Services department, to provide generic administrative/secretarial and office based support. In particular, across the two Crayford primary campuses.

Key responsibilities and objectives of the job

The allocation of duties will take account of strengths in skills and experience, but will be ever-changing and an interesting mix of all areas of administrative support. These will include;

- Liaise regularly with EA to Principal, primary senior staff and primary admin staff, to ensure effective administrative support for the primary phase.
- Produce letters, reports and meeting minutes as required
- Produce a weekly primary newsletter
- Send emails and texts to parents as required
- Set up/accurately use and upkeep of systems of filing and office records.
- Accurately maintain confidential records on SIMS, registers, logs and other office based tools
- Update the primary area of the school website
- Place orders using the Federation finance system (Proactis)
- Manage the primary parent evening booking software, production of primary reports and the primary ParentPay system
- Enter data and other information into the Federation IT support systems to support the

office functions of the organisation

- Deal with arrangements of incoming and outgoing mail
- Deal with enquiries from parents, members of the public or other external bodies as necessary
- Manage the primary reception offices in order to maintain an efficient and purposeful environment.
- Line manage the Primary Receptionists and carry out regular performance management meetings with them
- Support the primary reception offices as/when necessary and cover primary reception offices on occasions of staff absence
- Act as qualified first aider and care for unwell children, liaising with parents, academy staff and professional bodies as necessary, and ensure care plans are followed.
- Frequent daily contact with pupils dealing with administrative matters and medicines etc
- Ensure DBS certificates of agency staff and contractors are seen and certificate numbers are recorded
- Manage school calendars, arrange meetings, visits and appointments and book daily teaching supply staff as necessary, dealing with associated enquiries
- Have a good working knowledge of Microsoft office
- Attend training sessions as required
- Contribute to the planning and development of administrative procedures and systems
- Contribute to the development of administration policies
- Work in close contact with staff in dealing with pupil welfare, and provide admin support
- Other project work of an administrative nature as allocated by the line manager
- Other reasonable duties as directed by the line manager

General responsibilities and objectives

- To keep up to date with all the policies and procedures of the Federation as they impact on this post or as they impact on all employment matters
- To work within the academy framework with regard to Health and Safety
- To respect and actively promote equal opportunities in the academy in line with the Federation policy
- To respect and actively promote the aims and ethos of the Federation
- To support the Academy's commitment to the continued professional learning of all staff
- To actively assist to cover for absent colleagues as requested by the line manager within the areas of the posts remit and if required in exceptional circumstances to cover for aspects of work of the EA to Principal, Senior Administration Officer or the School Business Manager
- To undertake any additional duties as may reasonably be required within the grading and remit of the post, as required by the line manager, Principal or CEO.

Please note

This job description reflects the core activities of the role and as the Federation and the post-holder develop there will inevitably be changes in the emphasis of duties. It is expected that the post-holder recognise this and adopt a flexible approach to work and be willing to participate in training.

If changes to the job become significant, the job description should be reviewed formally by the post-holder and line manager.

Date JD was agreed:

Person specification

Criteria	E S S E N T I A L	D E S I R A B L E	HOW IDENTIFIED AND ASSESSED AP Application AS Assessment I Interview P Presentation R References
Education/qualification and training			
• Literacy and Numeracy qualifications	x		AP
• NVQ Level 2/3 or equivalent qualification		x	AP
• Customer Services qualification		x	AP
• First Aid qualification		x	AP
Knowledge/skills			
• Time management and prioritisation skills.	x		AP / AS / I
• Skilled and regular user of Word and Excel for the production of office work including mail merge.	x		AP / AS / I
• Intermediate (or better) user of the Microsoft Office suite.	x		AP / AS / I
• Experience of using databases	x		AP / AS / I
• Professional communication skills, able to communicate with businesses and colleagues in person, telephone and in writing	x		AP / I
• A skilled organiser who with strong attention to detail and a commitment to high quality accurate work.	x		AP / AS / I / R
• User of good clear plain English in a business/office setting.	x		AS / I / R
• Strong multi-tasking skills – able to distinguish urgent and important matters in day to day office-work settings.	x		AP / AS / I / R
• Dealing carefully and professionally with colleagues or service users at all levels • Flexible and motivated team member	x		AP / AS / I / R
• A team player	x		AP / I / R
• Professional/friendly efficient manner with an accurate and thorough approach	x		AP / I / R
• Experience of using SIMS		x	AP / I

• Skilled in the presentation of documents for professional audiences	x		AP / AS / I
• Minute taking experience	x		AP / AS / I
Experience			
• Experience of working in a busy office environment, remaining calm under pressure and the ability to meet tight deadlines.		x	AP / I / R
• Use of IT systems as an integral part of previous roles. Previous experience of using SIMS or similar systems	x		AP / I
• Experience of working to strict deadlines and of self-prioritisation of workload peaks and troughs.	x		AP / I
• Ability to deal professionally with all stakeholders	x		AP / I
• Ability to maintain confidentiality of sensitive information, and awareness of Child Protection issues	x		AP / I / R
• Experience of business letter writing	x		AP / AS / I
• Experience of working in customer services and/or office administration in an education setting – preferably in large school environment.		x	AP / I
• Experience of dealing with families/parents or other service users with a firm and empathetic manner.		x	AP / I