



Job description

Job title: School Administrator/ PA to Head

Responsible to: Head of Rowans School

Hours of work: 7.30am- 4.30pm Mon- Fri during term time plus 5 weeks during holiday periods 8am-4pm. Occasional evening and weekend work will be required.

Main purpose of the job: To manage the efficient day-to-day organisation and administration of the School presenting a warm, welcoming, professional image. To provide the Head with comprehensive administrative and secretarial support.

Main duties and key responsibilities:

This job description reflects the core activities of the role and is subject to change as the role and post holder develops. The School expects that the post holder will recognised this and adopt a flexible approach to work. In addition, the post holder will be expected to undertake such other duties within the scope of the role as many be required by the Head.

Relationship management	<p>To answer telephone calls and emails and to provide a welcoming and efficient point of contact between parents, visitors and the school concerning all aspects of School life</p> <p>To build strong relationships with all School stakeholders and neighbours.</p> <p>To be a point of contact for all enquirers and by telephone, email, letter or in person.</p> <p>To work closely with the Head, supporting the smooth and efficient management of the School.</p> <p>Line manage the Catering assistant and GAP student, conducting termly supervisions and an annual appraisal.</p>
Communication and correspondence	<p>Warmly greet all visitors on arrival and ensure they are made to feel welcome and that their requirements are met in a sensitive and confidential manner.</p>

	<p>Ensure that all visitors sign in and out and are provided with badges to meet the requirement of security and H&S, including safeguarding requirements of an Early Years setting.</p> <p>To answer all phone calls, emails and face to face queries as promptly as possible, referring to the appropriate member of staff as needed.</p> <p>To keep telephone number lists and internal Trust extension numbers updated in line with staff/ location changes.</p> <p>To prepare and send all communication to parents, staff and other agencies in timely manner with high level of accuracy.</p> <p>To ensure that all events, fixtures outings etc are planned for well in advance and arrangements communicated to all parties involved to ensure the smooth running of the School.</p> <p>To be responsible for the issue of weekly communications to parents via the School portal and handle associated administration.</p> <p>To produce and collate the weekly newsletter and distribute to all stakeholders.</p> <p>To keep the School website up to date and relevant in order to promote the School.</p> <p>To be appoint of contact for neighbours and the local community.</p> <p>To be the main point of contact for The Friends of The Rowans School, assisting with communications, information and events.</p> <p>Reporting maintenance and IT issues direct to the relevant department and monitoring outcomes.</p>
Administration	<p>To provide general administrative services as required for the smooth running of the School, including word processing, producing labels, photocopying, data input, shredding, filing etc.</p> <p>To prepare and process documents, reports and presentation materials, using appropriate software packages and ensuring that the quality of work produced is appropriate for its purpose and produced within the required timescales.</p>

	<p>To plan and organise internal and external meetings as required by the Head, ensuring that appropriate information, facilities and refreshments are provided, and making travel arrangements if necessary.</p> <p>Maintain records and databases (SchoolBase) and calendars as required, ensuring the information is up to date, readily accessible, managed in accordance with data protection requirements, and that changes are notified to third parties as required.</p> <p>Take responsibility for administrative systems including the design and implementation of procedures that ensure the systems run smoothly and efficiently, liaising with other departments (such as IT, HR, H&S) where necessary.</p> <p>To prepare the template, proof and finalise school reports twice and year, distribute to parents and save on the database.</p> <p>Prepare agenda for meetings, take notes at and prepare and distribute minutes of meetings.</p> <p>Contribute to the smooth running of the School, both day to day and for events, and provide general administrative support for Head, SLT and staff.</p> <p>Contribute to the creation of extra-curricular activities timetable, booking of external providers and staffing from within the school. Communicating with parents to manage club lists and staffing as well as appropriate documentation for each Club (including providing documents to HR and managing Risk Assessments)</p> <p>Coordinate outings and visiting speakers, including booking transport and venue, managing medical lists, liaising with transport and finance departments as needed.</p> <p>Liaise with Admissions Registrar regarding weekly tours, Discovery Days, Welcome Evenings, Future Schools Fair, enquiries, new pupils etc.</p> <p>Assist with recruitment processes by copying and certifying documents and sending to HR.</p> <p>Managing administration, communication and running of key events such as LAMDA or school photographs.</p>
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	<p>Completing the annual return for the School and other surveys or returns as required, in conjunction with the Head.</p> <p>Managing the updating and storage of policies, uploading to the ISI portal and School website and supporting the School in being 'inspection ready'.</p>
Management of resources	<p>Manage incoming and outgoing deliveries and post, checking a signing all delivery notes and informing the relevant people of stock orders. Passing invoices to Finance Department.</p> <p>Liaising with the catering assistant and managing the twice weekly food order for staff lunches and cookery within School.</p> <p>Placing all orders for resources once approved by the Head, checking safe delivery and forwarding invoices to Finance Department.</p> <p>Managing stocks of First Aid supplies and placing orders to replace as needed.</p>
PA role	<p>To plan and manage the Head's diary, appointments and reminder systems to make the most efficient use of their time</p> <p>To deal proactively with all incoming and outgoing correspondence to and from the Head, including drafting letters and emails, to ensure appropriate and timely responses to all communications</p> <p>To provide information for and administrative support for all reports including governor reports.</p> <p>To prepare documentation for meetings as required.</p>
Marketing and external links	<p>In conjunction with the Registrar, to deal with routine enquiries for factual information about the School and send out packs and other marketing materials as required.</p> <p>Maintain displays in the office and reception areas and ensure the materials are relevant and up to date.</p> <p>Assist with the organisation of key events such as school productions to ensure that they run smoothly and efficiently.</p> <p>Contribute to the positive promotion and marketing of the School and the Trust in the local and wider community, including updating entries in magazines and school guides.</p>

Pastoral role	<p>Provide a sympathetic and supportive point of contact for pupils, parents and staff, summoning assistance if needed.</p> <p>Monitor registers twice a day on SchoolBase and follow up unexplained absences. Track absences and produce monthly report to Head. Provide daily fire register.</p> <p>Provide principle first aid for pupils and staff, recording accidents, communication with parent and managing the accident log in order to produce H&S reports.</p> <p>Managing and providing up to date medical lists and allergy lists for staff.</p> <p>To manage the arrival and departure of pupils at School, in conjunction with other staff, to supervise any pupils not collected at the end of the day and contact parents/ emergency contact.</p> <p>Record staff absences and provide necessary paperwork for planned absences and illness.</p> <p>Maintain CPD records for whole staff.</p>
Other tasks	<p>To work towards and support the School vision and the current School objectives outlined in the School Development Plan.</p> <p>To assist the school registrar by responding to emails and phone calls, taking in deliveries etc if he/she is otherwise occupied.</p> <p>To assist with School projects and tasks as necessary.</p> <p>To attend Trust meetings relating to Administration.</p> <p>To undertake a gate/ playground duty as per all School staff.</p> <p>To undertake fire warden duties within the School.</p>

General responsibilities:

- Maintain a clear and orderly working environment
- To ensure that personal appearance and standards of dress and appropriate, in line with the Staff Code of Conduct, upholding the professional reputation of the school.

- To set a good example in terms of punctuality and attendance.
- To participate in training, other learning activities and performance development as required.
- To attend and participate in School, Trust or Team meetings as required.
- To undertake and document performance reviews with your line manager in accordance with the Schools Supervision and Appraisal Policy.
- To be aware of and comply with policies and procedures relating to behaviour management, safeguarding and child protection, equal opportunities, health and safety, confidentiality and data protection, reporting all concerns to the appropriate person.
- Maintain high levels of confidentiality according to the School and legal requirements.
- Contribute to the overall ethos of the School.
- Appreciate and support the roles of other professionals.
- To cooperate with all staff in maintaining harmonious inter-personal relationships, internally and externally.
- To have an awareness of the day-to-day issues within the School and ensure communications are effecting between all relevant departments of the School and Trust.
- Promote equality as an integral part of the role and treat everyone with fairness and dignity.
- To ensure that personal conduct within and outside School does not conflict with organisational expectations.

Person Specification

The successful applicant must work well within a team and be able to liaise confidently with both staff, parents, pupils, governors and visitors to the School.

Requirement	Essential or Desirable?
Qualification/ Education/ Training:	
A good level of general education (including GCSE Maths and English) and a high standard of written and spoken English	Essential
A graduate	Desirable
A commitment to continuing professional development	Essential
Pediatric First Aid training	Essential (or willingness to undertake training immediately)
Safeguarding training	Desirable (will be provided)
Experience:	
Customer focused environment	Essential

General office administration	Essential
School experience	Essential
Experience of the independent sector	Desirable
Knowledge:	
High level of IT proficiency including substantial use of databases, Word, Excel, Publisher, the internet and email	Essential
Marketing	Desirable
Excellent proof reading skills and ability to write letters and emails and have face to face conversations in standard English	Essential
Skills and Personal Attributes:	
A pleasant, outgoing personality and excellent interpersonal skills	Essential
A very high standard of personal presentation	Essential
An excellent telephone manner	Essential
The ability to deal confidently with enquiries from prospective parents, school Heads and other staff.	Essential
The ability to work in a team environment and under pressure	Essential
Excellent organisational skills	Essential
Initiative, common sense and patience	Essential
Discretion and confidentiality	Essential
Enthusiasm, willingness and flexibility	Essential
A sense of humour	Essential