

## **School Administrator Job Description**

**Responsible to:** Office Manager

**Pay Scale:** 11

### **Main Purpose of Post:**

Responsible for the administration and customer service provision at South Hunsley to supports the educational ambitions of an evolving organisation that strives for distinction and is progressive, innovative and bold. The post holder may be required to travel to other schools to provide support within the Trust as needed.

### **Main Responsibilities of Post:**

- To provide a comprehensive, high quality customer focused service through the switchboard, e-mail and to customers visiting in person.
  - To deal effectively with a range of enquiries by telephone, face to face and e-mail to ensure that as many as possible are resolved at first point of contact, escalating to others where this is appropriate and essential and with the required information.
  - To deal with complex enquiries and complaints with courtesy, tact and sensitivity.
  - To project a positive image of South Hunsley and maintain high standards of customer service,
  - To assist with student recruitment processes, providing admission and general school information to prospective parents and students
  - To build effective relationships with stakeholders, both internal and external.
  - To comply with the Data Protection Act, the Freedom of Information Act and South Hunsley's requirements on confidentiality.
- To provide a practical administrative service to the school.
  - To manage the room booking system, ensuring all relevant departments are informed of booking requirements.
  - To provide administration services including typing, reprographics, transport bookings, post and other general admin functions using all aspects of Microsoft office and bespoke software systems, e.g. SIMS.
  - To take minutes for operational groups, as necessary.
  - To support school events, assisting with the organisation and distribution of Personal Development Day and Personal Development Week resources.
  - To arrange travel and hospitality as required.
  - To assist in the maintenance and upkeep of Senior Leadership Team diaries
  - To process accident and incident reports, maintain first aid supplies and administer student medication following set procedures.
- To support the communications function of the school
  - To be aware of school information to help direct customer service enquiries
  - To assist in the running of school and sixth form parent and student events
  - To maintain publically accessible electronic parent information.
  - To proof read and process letters for approval in line with brand standards and distribute accordingly.
- To contribute ideas and suggestions on systems and procedures to improve service performance and customer service.

The School Administrator is part of the Communications and Corporate Services team and the postholder will work closely with other members of the team in support of administrative, communications and customer service across all operations of the South Hunsley organisation.

The School Administrator will be responsible and accountable for delivering a high quality customer service and providing appropriate and swift administrative and business support. He/She will be required to act on his/her own initiative or on the authority delegated from the Curriculum and Admin Manager and/or PA to the Executive Principal.

## **General**

This job description is not intended to be a complete list of duties and responsibilities, but indicates the major requirements of the post. It may be amended at a future time, to take account of the developing needs of the service. The post holder will undertake any other duties at the request of The Education Alliance appropriate to the remit.

The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility.

The Health and Safety at Work etc. Act, 1974 and other associated legislation places responsibilities for Health and Safety on all employees. Therefore it is the post holder's responsibility to take reasonable care for Health and Safety and Welfare of him/herself and other employees in accordance with legislation.

The above duties may involve having access to information of a confidential nature which may be covered by the Data Protection Act, and by Part 1 of Schedule 12A to the Local Government Act, 1972. Confidentiality must be maintained at all times.

The Education Alliance is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are carefully screened prior to appointment.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Name: \_\_\_\_\_