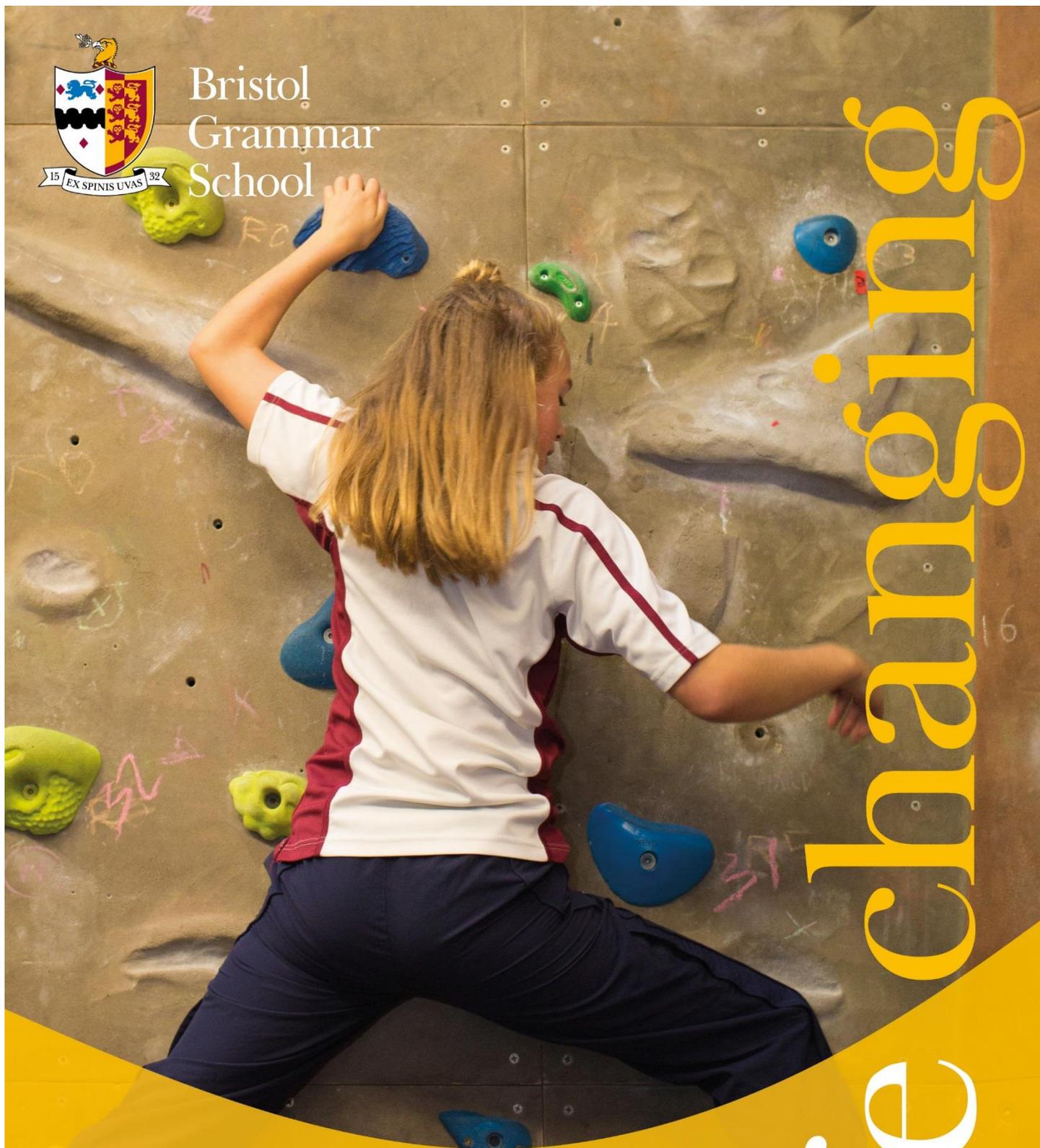


Bristol
Grammar
School



Life changing

Job Description
Student Helpdesk Administrator

Job Role Specification

Post: Student Helpdesk Administrator

Line Manager: Head of HR

Anticipated start date: 19 March 2018 or as soon as practicable

Outline of Department:

The Student Helpdesk Administrator is part of the School's Administrative team.

Purpose of the job

The Student Helpdesk is a key point of contact for both students, parents and other staff for a number of different services. Students who need to leave the site, or are late into School, will sign in/out at the Student Helpdesk. General queries regarding timetables and class location are dealt with as well as managing items brought by parents, and other deliveries that need to be collected. All lost property is brought to the Student Helpdesk and the Administrator sorts and manages items for redistribution and collection. The Administrator is part of the team that manages the attendance registers and processes term-time absence requests. The Administrator is responsible for the upkeep of student electronic data, which is held in SIMS. They also run the Uniform shop for the School.

Duties and Responsibilities

- Student Helpdesk
 - Deal with all student enquiries
 - Maintain sign-in, sign-out sheets
 - Maintain late registration slips and record slips on register
 - Print student timetables as requested
 - Store items brought in by parents for collection later by students
 - Receive and store all deliveries and inform recipients via pigeon holes of parcels to collect, arranging Porter delivery to recipients of any oversize items
 - Pass student coursework/messages to teacher pigeon holes
 - Help manage processing of return slips for trips and other events that need parental sign off
 - Maintain petty cash for student loans and debt recovery including issuing detentions on unpaid debts
- Lost Property
 - Organising stores, managing communications with students regarding lost property
 - Main point of contact for parents/students to collect lost property
 - Managing term end process including table displays of lost property, distribution of items to in house use second hand shop or charities as appropriate
- Attendance Management Administration
 - Manage AM and PM school registers on Mondays and Tuesdays and Friday PM
 - Act as backup administrator for registration for all other sessions in the week
 - Weekly N-code monitoring, including running report from SIMS, informing Form Tutors of outstanding N-codes for tutor group and updating as appropriate
 - Running monthly attendance report from SIMS
 - Process term time absence requests, referring non-standard requests to the pastoral secretary
- Management and upkeep of electronic student data
 - Monitor and manage changes in electronic data systems including Parental portal/SIMS, CareMonkey to ensure that all systems have consistent and accurate data
 - Collate and process student data collection sheets updating electronic records as required throughout the year
 - Maintain data for the Admissions register, regular monitoring of relevant data to ensure that any missing data is collated and SIMS records are updated

- Uniform Shop
 - Manage the running of the uniform shop during term-time and in holidays
 - Act as main point of contact for appointment booking
 - Collect all second hand items donated and check for wear and tear
 - Respond to queries as they arise

- Liaise with colleagues to manage annual school photo shoot and check student and staff photo sheets
- Assisting the administrative/secretarial team with any duties when required including providing absence cover, supporting peak periods of work
- Any other task or activity as reasonably requested by management
- Conforming to the School's Code of Conduct.
- Adherence to the School's safeguarding procedures

This job description is not necessarily a comprehensive definition of the post. It may be subject to modification or amendment at any time after consultation with the holder of the post.

Candidate Specification

It is expected that the Student Helpdesk Administrator will possess the following attributes:

| L = assessed through evidence from application form, references and letter of application | I = assessed at interview | E / D = Essential / Desirable | |
|---|---------------------------|-------------------------------|---|
| Prior experience of working in an administrative/PA role | L | | E |
| Prior experience of working within a school | L | | D |
| Strong IT skills with good knowledge of Microsoft Office suite | L | | E |
| Strong communication skills both written and oral | L | I | E |
| Prior experience of providing excellent customer service | | I | D |
| Experience of using SIMS | L | | D |
| Ability to multi-task and manage your own priorities and workload | L | I | E |
| A self-starter who is motivated and shows initiative | L | I | E |
| A sense of humour and an optimistic, resilient style when faced with pressure | | I | E |
| The ability to develop good working relationships with all members of the School community | L | | E |
| A well organised and resourceful approach to their work and have the ability to meet deadlines | L | I | E |
| Commitment to the ethos and holistic education provided by BGS and to the maintenance of BGS as a leading independent school | L | | E |
| An enthusiastic and approachable nature | | I | E |
| Be able to communicate well with children and young people and in particular be prepared to demonstrate: <ul style="list-style-type: none"> • Motivation to work with children and young people • Ability to form and maintain appropriate relationships and personal boundaries with children and young people • Emotional resilience in working with any challenging behaviour • Professional attitudes to use of authority and maintaining discipline • Understanding of safeguarding and promoting the welfare of young people | L | I | E |

Working hours and conditions

| | |
|--------------------------|---|
| Working Hours | Monday to Friday 8.00 to 4.30pm with half an hour for lunch (40 hours per week) the exact number of annual working weeks is flexible depending on the successful candidate however the minimum would be 42 weeks per year (which is term time plus additional weeks in holidays). In term time Wednesday would have a slightly later end time of 5.30pm to cover the uniform shop. On the basis of the minimum 42 weeks it is expected that the role holder will work 2-3 days at the beginning of each holiday to manage lost property plus first 10-15 days of the summer holidays in July and the last week of the August. The remaining days will be scheduled in with line management agreement. |
| Salary | The salary will be determined by the BGS Technical and Clerical scale and will be dependent on relevant experience and technical expertise. |
| Pension | The School will automatically enrol support staff in to the Pension Trust "Defined Contribution" pension scheme provided they meet certain eligibility criteria. Those choosing not to be a member of the Scheme may opt-out in accordance with the rules of the Scheme. |
| Holidays | Paid holiday entitlement is 20 working days per annum, in addition to Bank Holidays pro-rata. Increasing to 22 working days per annum after 2 years' service and then increasing by one working day per additional years' service until it reaches a maximum of 25 working days. Holidays are not normally taken during term time. |
| Lunch | School lunch is provided during term time. |
| Education | At present the School's policy is to allow all eligible members of staff to educate their children at the school at concessionary rates, subjects to their children meeting the academic entry requirements and subject to a place being available. |
| Sports Facilities | Free use of school sports facilities. |
| Library | Free use of the school Library. |
| Car Parking | No car parking is provided during term time |

Equal Opportunities

The School is an equal opportunities employer and is committed to equality of opportunity for all staff. Applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

How to apply

Application forms should be accompanied by a *brief* covering letter addressed to the Headmaster, Mr R I MacKinnon, and should be sent to Miss Rose Moscrop, HR Administrator, Bristol Grammar School, University Road, Bristol, BS8 1SR, bgshr@bgs.bristol.sch.uk

The closing date for applications is 12 February 2018 at 9.00am
Interviews are currently planned for Monday 19 February 2018

Bristol Grammar School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. In accordance with our Child Protection Policy we are unable to process applications without a fully completed application form. The post is exempt from the Rehabilitation of Offenders Act 1974. All convictions, cautions and bind-overs, including those regarded as 'spent' must be declared when applying. The applicant may post such a declaration in an envelope marked 'Private & confidential for the Headmaster' which will only be opened should the candidate be shortlisted. The successful applicant must obtain List 99 clearance and DBS (Disclosure and Barring Service) clearance at enhanced level.