



**BURTON  
BOROUGH  
SCHOOL**

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## Candidate Information Pack

### Administrative Assistant

Required: As soon as possible

Closing Date: 5pm, Sunday 2<sup>nd</sup> July



# Welcome to Burton Borough School

Dear Candidate,

Thank you for your interest in this post at The Burton Borough School. We are an inclusive school that focusses on 'belonging' and 'thinking' and it is our firm belief that all students, no matter what their backgrounds, needs or abilities are able to succeed and reach their full potential given the right care support and guidance. We believe that all students have different gifts and we nurture these to bring out the best in each of them. Staff at Burton Borough have high expectations and the drive, commitment and passion to help young people succeed, preparing them well for the next stage of their education.



We want our students to be well-rounded and not only rely on rote so that they are able to compete with their peers not only nationally but internationally. However, in order to do this, we must model this behaviour ourselves by being lifelong learners, engaging in research, keeping abreast of new initiatives and staying at the forefront of education. We must work together in sharing best practice, reach out and help each other to develop our pedagogy to make us even stronger practitioners to help our students achieve what they are capable of. We have a fantastic CPD programme and run both the NPQML and NPQSL at Burton Borough in collaboration with Star Institute.

Mental health and wellbeing is at the top of our agenda for both students and staff and we were the first school in March 2019 to be recognised for the work that we do by Public Health England and signed the Prevention Concordat for Better Mental Health to show our commitment towards this. We were also the first school in the West Midlands to be awarded the Gold Award from the Carnegie Centre of Excellent Mental Health and an Ethical Leadership Pathfinder school.

There is a strong community feel at Burton Borough and the established smaller communities within the school ensure that our students reach their full potential. It is important to us that staff know each student and their families personally so that any potential issues are picked up quickly. In addition, we have vertical tutor groups with members from all years, which again contributes to a smaller community feel. Everybody supports one another and understands that when we work together, we instil a belief that we will achieve the best outcomes.

On top of all of this, a new modern £8 million building opened in June 2015 with the latest facilities to aid us with our teaching and learning. Due to our success, we have been asked to expand and a further £1.2 million has been invested in a new hall and extra classrooms which was completed in July 2019. Even with the increased student numbers from September 2019, we are heavily over-subscribed once again.

From the moment you walk through the doors at Burton Borough you will feel the vibrant, caring and supportive atmosphere. I look forward to meeting you if you decide that you want to join us on our exciting journey.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'K. Carter', written over a large, faint background watermark of a smiling fish.

Krissi Carter  
Principal

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# About the School

Burton Borough is a vibrant and exciting school to work in and our successes were recognised by our recent Ofsted inspection in March 2018:

- “Behaviour is good. Pupils are respectful, polite and well mannered. Relationships between pupils and staff are highly positive”
- “Pupils look smart in their new uniform, are punctual and well prepared for lessons. As a result, learning time is hardly ever wasted”
- “The prevailing culture of mutual respect prepared pupils well for life in modern Britain. Pupils work well and socialise well together, valuing and respecting others’ views”
- “The new principal is highly ambitious for the pupils. Leaders have a clear and accurate understanding of how to make the necessary improvements to pupils’ progress”
- “Safeguarding is effective”

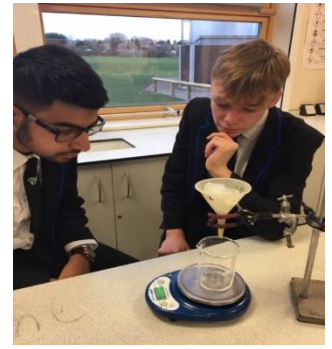
As an inclusive school, our aim is to provide an excellent education for all students, no matter what their background, needs or abilities. To achieve this, we ensure that we continually adapt our practice and engage with research. This is an exciting time to join the school if you are someone who embraces change and enjoys trying out new things. You will also be someone who views working in education as the most important job in the world, and will therefore be prepared to “go the extra mile”.

## Your Professional Learning

We are very proud of our professional development opportunities in the school. All teachers, whether you are an NQT or Senior Leader, are expected to improve their craft in the classroom and to share their expertise with their colleagues. This will include the successful applicant to this post.

Our CPD provides personalised learning opportunities to support staff to meet their appraisal objectives and to help them move on to the next stage in their teaching career, whether that is securing the foundations during their NQT year or working with staff who aspire to leadership.

All staff are engaged in their own research projects that they will be sharing with the rest of their colleagues and publishing their findings in a journal. We believe the best CPD is CPD that is bespoke and tailored to your interests and needs. Research projects this year vary from subject specific research, wellbeing and mental health and leadership and management to name a few.



## Job Description

### Job Purpose

To work under the direction and guidance of senior staff to provide receptionist duties, general clerical, resource and administrative support to the school.

To assist the Examinations Officer and Data Officer with the administrative duties relating to all aspects of examination entries and results, and the handling of data across the school.

### Major Tasks

- To receive requests and instructions for tasks to be completed

### Reception

- To act as a point of contact for all school enquiries either by telephone, email or face to face and contribute to the smooth running of the school reception.
- To ensure that the reception area is kept tidy, informative and welcoming to visitors at all times.
- To record and sign pupils in and out of the school in accordance with attendance procedures.
- To ensure that all visitors, supply staff and volunteers are appropriately booked in and issued with ID badges accordingly.
- To ensure that all visitors are aware of the Health & Safety processes in place during their visit.
- To maintain the school booking system for conference facilities and to arrange any hospitality requirements and meeting room facilities as and when directed.
- To receive and disseminate post and parcels. To take receipt of, and sign for, all deliveries to school. To liaise with the site staff to distribute parcels accordingly.
- To manage the use of the Year 8 School Hosts allocated to reception each day.
- Locate pupils in lessons to pass on urgent messages from parents and/or teaching staff.
- To search information and data input information into school systems as required.
- Receive admission enquiries from parents – take initial contact details from parents, pass to appropriate member of senior staff. Arrange appointment times where requested.
- Receive Free School Meal enquiries from parents and to help and guide them through the process accordingly.
- To maintain the register of Free School Meals on a weekly basis, both on the MIS and systems used by other members of staff.
- To act as a contact for the caretaker/ site manager.
- To hold the School Trips emergency contact information during the school day and act as the emergency contact point in the event of an issue.
- To telephone 999 for ambulance and/or police attendance when requested in an emergency situation.
- To ensure that the Fire Registers and Fire Wallet are taken out and to co-ordinate the roll-call of support staff, visitors and contractors.
- To assist with the administration of the recruitment process.
- To assist in the routine administration of school lettings and other uses of school premises
- To ensure that notification of detentions are carried out in accordance with the Behaviour Policy as necessary.

### Resources

- Undertake the resources service to the school and outside agencies as required.
- To monitor and replenish consumables in the MFDs located around the school site.
- To be the first point of call for maintenance on the photocopying machines and contact the service provider when maintenance is required on the equipment.

- To assist with the preparation of the school calendar and maintain this throughout the academic year.
- To maintain the departmental resources accounts system and produce a monthly account which will be used by Finance for recharging departments.
- To maintain an annual departmental summary of resources accounts system.
- To assist in the prioritising of request for resources and typing as requested by whole school staff
- Print and collate pupil reports for despatching to parents/carers.

## **General**

- Undertake more complex typing, word-processing and other IT-based tasks, e.g. assisting in the preparation of minutes, reports and circulars, desk top publishing, as required by the whole school.
- To order general resources, consumables and supplies when needed, ensuring that Best Value practices are adhered to
- To be the main administrator within school for emailing parents/carers.
- To maintain and improve contact with parents via email.
- To be a main contributor in the maintenance and promotion of the school website.
- To keep the CPD system up to date for current staff and add/leave new staff as required.
- To book all courses relating to CPD requirements for all school staff.
- To maintain register of all CPD bookings on an annual basis.
- To control the distribution of house point stampers for all staff.
- To manage and control the system of duty meals for staff and visitors.
- To act as a point of contact for all school enquiries either by telephone, email or face to face and contribute to the smooth running of the school.
- To maintain the system of daily notices provided for all students.
- To search information and data input information into school systems as required.
- Maintain manual and computerised records/management information systems.
- Produce lists/information/data as required, e.g. pupil data.
- Provide general advice and guidance to staff, pupils and others.
- To assist with arranging school events, either in-house or off-site
- To assist with cover for reception duties as required including keeping the area tidy, informative and welcoming at all times.
- To record and sign pupils in and out of the school in accordance with attendance procedures.
- Locate pupils in lessons to pass on urgent messages from parents and/or teaching staff.
- To prepare the Exclusion documentation as directed by SLT for both internal and external exclusions and to ensure Telford and Wrekin are informed of the exclusion.
- Produce lists/information/data as required, eg. Pupil data

## **Support to Academic Departments**

- To update student records for Heads of Subject as and when required.
- Assist with the provision of general clerical/admin support e.g. administer coursework, sending letters home and financial administrative support e.g. completion of order forms and checking of deliveries against invoices as and when required
- Assisting the Subject areas in the preparation and organisation of EEL days, under the direction of the Head of Subject, eg booking of suppliers, speakers and visitors, sending letters home, and the collecting/counting money if required.

## **Exams – duties required mainly during the examination season under the supervision of the Exams Officer**

- Update the diary and the exam board timetables with forthcoming exam dates.
- Ensure that there is a seating plan and invigilation documents for each exam scheduled.

- To ensure that the correct number of exam papers arrive in time and are securely stored.
- To assist with the checking, labelling and sealing of exam papers ready for posting.
- To assist in obtaining, sorting and distributing exam results to the pupils and staff.
- Take and receipt payments for examination entries or re-marks.

### **Data – as and when required under the supervision of the Data Officer**

- Ensure the integrity of all data held in the school.
- Ensure data is input in a consistent and accurate manner onto all data systems.
- Develop and maintain data protocols.
- Assist with the analysis of data produced, and produce reports and documentation for the Senior Leadership Team, governors or other stakeholders as required.
- Assist with the Provision of data and produce reports in a timely manner to meet internal and externally set deadlines.

### **Contacts & Relationships**

- With students – daily
- With students' parents/carers – daily, linked to incidents, complaints etc
- With visitors – daily
- With staff within school - daily
- Establish constructive relationships and communicate with other agencies / professionals

### **Creativity**

- The post holder will be required to act on occasion as the first point of contact and will be required to take the appropriate course of action
- To prioritise and plan objectives
- Undertake research and obtain information to inform decisions
- Support in the role of procurement

### **Decisions**

- Deal with complex reception/visitor etc. matters as required
- When dealing with queries either in person or via the telephone the post holder will be required to make decisions based on the information given.
- Act as one of the main first point of contacts in dealing with stakeholders' complaints, referring onto more senior staff as appropriate
- Promote and safeguard the welfare of children and young persons you are responsible for or come into contact with.
- Be aware of, support and ensure equal opportunities for all.
- Contribute to the overall ethos/work/aims of the school. Comply with and assist with the development of policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting concerns to an appropriate person
- Be aware of and support difference and ensure all pupils have equal access to opportunities to learn and develop
- Contribute to the overall ethos/work/aims of the school

### **Management & Supervision**

- No direct management responsibility
- Will assist with the supervision, training and development of an Apprentice when necessary

### **Supervision Received**

- Supervised and managed on a day-to-day basis by the Senior Administrator in order to deliver a range of services across the school
- Line management will be through the Assistant Business Manager.
- It is anticipated that the postholder will largely be responsible for managing their own daily tasks

## Complexity

- The role provides administrative support across the whole school by managing a small team of admin staff
- Be aware of and support difference and equal opportunities for all
- Contribute to the overall ethos/work /aims of the school
- Establish constructive relationships and communicate with other agencies/professionals
- Balancing a workload with conflicting priorities
- Balancing strict deadlines and unpredictable demands beyond the post holders control; making decisions on re-priorisation for self
- Participate in training and other learning activities and performance development as required
- Recognise own strengths and areas of expertise and use these to advise and support others

## Resources

- Operate relevant equipment/complex ICT packages (eg. Word, Excel, graphics, databases, internet)
- Assist with research and obtain information to inform decisions
- Assist with marketing, ethos, aspirations and promotion of the school
- Attend and participate in regular meetings
- The post holder may have access to sensitive and detailed information concerning a student and his or her family. It is essential as the confidentiality could result in the breakdown of essential good relationships between the school and the family
- To acknowledge and practice confidentiality, in regard to handling sensitive information pertaining to students, staff or school matters/issues in accordance with Data Protection policies

## Impact

- The role supports all colleagues with a range of administrative tasks. The role also passes on information received from others
- The postholder will be required to ensure that all data held complies with GDPR regulations
- The culture and ethos of the school is reflected in all activities and interactions that involve our staff on and off site
- Ensuring good behaviour and welfare requirements are maintained at school that keep students safe

## Working Environment

- The school is on one site with 4 main buildings sited alongside the sports field. The postholder will be required to work across the whole site.
- In the main this post works in an office/classroom setting with appropriate heat, ventilation and lighting.
- There may be occasional exposure to conditions such as would be found outside; for example travelling for meetings and site visits.
- Occasionally may deal with students and/or families regarding difficult or distressing matters which may result in receiving verbal abuse. This would be referred through the Safeguarding channels in line with the school policy. This is not a regular occurrence

## Physical Demands

- To maintain good general health and mobility to support school
- Be able to work as part of a successful, hard-working, dedicated team

## Emotional Context

- The post holder may be subject to emotional demands when dealing with incidents between students, or from parents with complex needs relating to incidents

- To be able to deal with emotionally stressful situations that may arise from working with students, families and colleagues
- To be aware of personal stress levels and alert senior staff if issues arise
- The emotional strain or distress this role is expected to face would be limited however there may be times when the post has contact with information that may be upsetting. However, this would be incidental, and it would not be a formal part of the job to deal with this information

#### Other

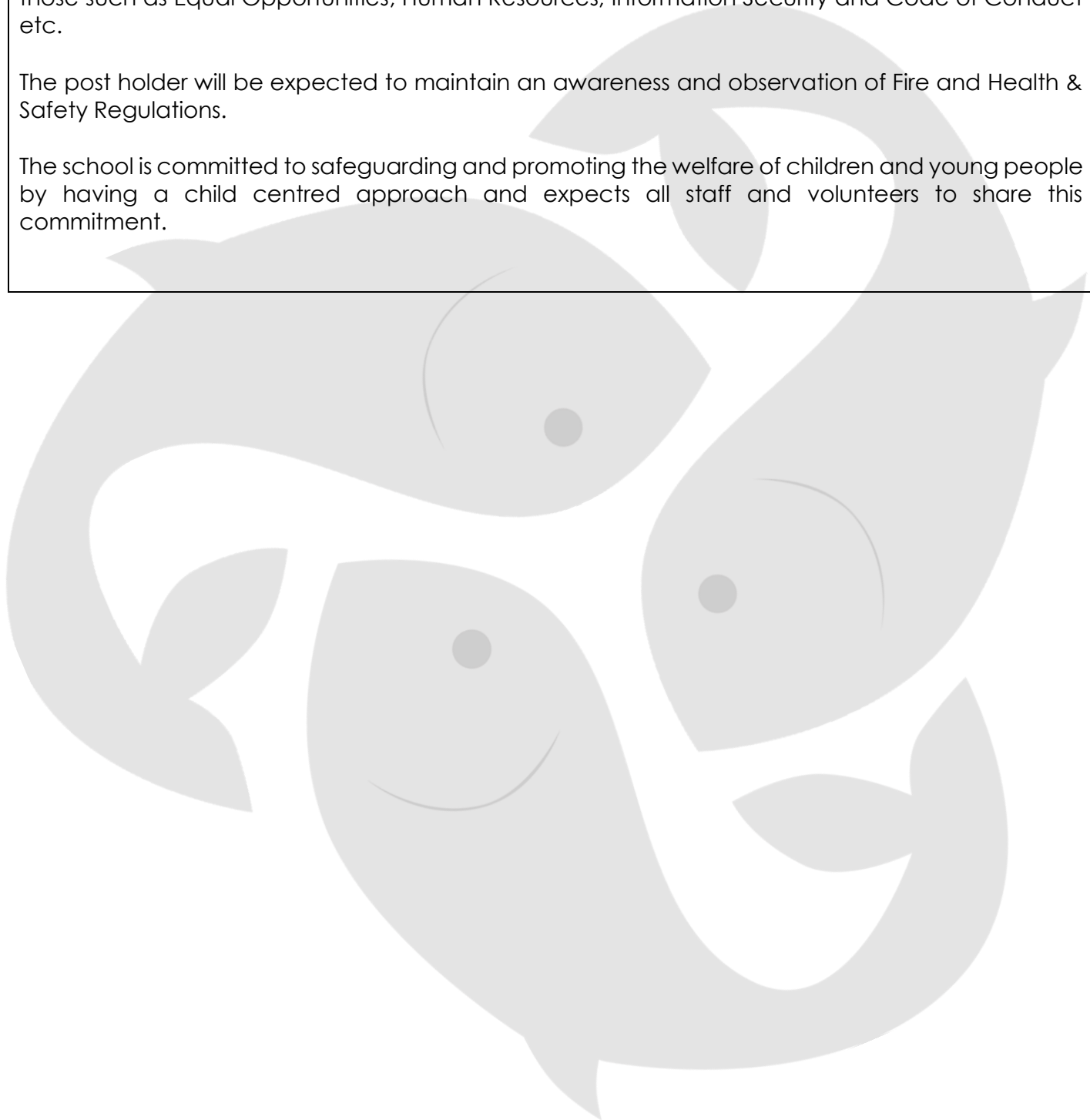
Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not have been identified. The postholder will be expected carry out any other duties as are within the scope, spirit and purpose of the job, commensurate with the grade.

The post holder will be expected to participate in training and other learning activities and performance development as required

The post holder will be expected to actively follow Telford & Wrekin Council policies, including those such as Equal Opportunities, Human Resources, Information Security and Code of Conduct etc.

The post holder will be expected to maintain an awareness and observation of Fire and Health & Safety Regulations.

The school is committed to safeguarding and promoting the welfare of children and young people by having a child centred approach and expects all staff and volunteers to share this commitment.



## Person Specification

Criteria	Standard
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• NVQ 2 Business and Administration or equivalent qualification, or experience in relevant discipline.</li> <li>• Good numeracy and literacy skills.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• General clerical/administrative/resource work.</li> <li>• Previous experience of desk top publishing is desirable</li> <li>• Previous experience of managing a busy reception</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Effective use of ICT packages.</li> <li>• Ability to use relevant equipment/resources.</li> <li>• Good keyboard skills.</li> <li>• Ability to undertake complex typing and desktop publishing tasks</li> <li>• Knowledge or relevant policies/codes of practice and awareness of relevant legislation.</li> <li>• Ability to work constructively as part of a team.</li> <li>• Ability to relate well to children and to adults.</li> <li>• Good organising, planning and prioritising skills.</li> <li>• Methodical with a good attention to detail.</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Good numerical skills to undertake a variety of tasks,</li> <li>• Good literacy skills to undertake a variety of tasks,</li> <li>• Good ICT skills, e.g. production of reports, correspondence, inputting / updating information.</li> <li>• Able to relate well to children and adults, often on behalf of the Principal, SLT , e.g. dealing with visitors, passing information / messages to other staff, dealing with sick children, providing advice</li> <li>• Be able to use analytical, judgmental, creative and developmental skills</li> <li>• Able to demonstrate sensitivity and tact particularly when dealing with the more sensitive issues</li> <li>• Able to maintain confidentiality</li> <li>• Able to work accurately and with attention to detail</li> <li>• Alertness and concentration, e.g. producing financial information, minute taking and drafting correspondence</li> <li>• Able to undertake short term planning, e.g. managing own workload, managing the work of others, ensuring deadlines are met, planning for school activities, e.g. school trips / sports day.</li> <li>• Able to deal with more complex queries and know when to refer to more senior staff.</li> <li>• Able to work constructively as part of a team and to understand school roles and responsibilities and own position within these.</li> <li>• Able to self-evaluate learning needs and actively seek learning opportunities</li> </ul>
<b>Personal style &amp; behaviours</b>	<ul style="list-style-type: none"> <li>• Customer focused</li> <li>• Has a flexible approach to work routines and hours in accordance with the needs of school.</li> <li>• Has a friendly yet professional and respectful approach which demonstrates support and shows mutual respect.</li> <li>• Open, honest and an active listener</li> <li>• Takes responsibility and accountability</li> <li>• Committed to the needs of the pupils, parents and other stakeholders and challenge barriers and blocks to providing an effective service.</li> </ul>

	<ul style="list-style-type: none"> <li>• Demonstrates a “can do” attitude including suggesting solutions, participating, trusting and encouraging others and achieving expectations</li> <li>• Is committed to the provision and improvement of quality service provision</li> <li>• Is adaptable to change/embraces and welcomes change.</li> <li>• Acts with pace and urgency being energetic, enthusiastic and decisive</li> <li>• Has the ability to learn from experiences and challenges</li> <li>• Is committed to the continuous development of self and others by keeping up to date and sharing knowledge, encouraging new ideas, seeking new opportunities and challenges, open to ideas and developing new skills.</li> </ul>
<b>Fluency Duty</b>	<p>This post has been identified as a customer facing role and therefore the Council is required to fulfil their statutory duty under Part 7 of the Immigration Act 2016. As a public body the Council is obliged to ensure member of staff in such roles are able to have a command of spoken English which is sufficient to enable the effective performance of their role.</p> <p>The role will need to understand with ease virtually everything heard or read, can summarise information from different spoken and written sources and can express themselves spontaneously and very fluently and precisely, differentiating finer shades of meaning even in the most complex situations”</p>
<b>Political Restrictions</b>	<b>This role is not politically restricted</b>

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We will ensure, so far as is reasonably practicable, that no disabled applicant is placed at a substantial disadvantage. This person specification includes what we believe are fully justifiable essential and desirable selection criteria. Provided that the selection criteria unconnected with the disability are met, we will make ALL reasonable adjustments in order that someone with a disability can undertake the duties involved.

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Type of criminal records checks required for this post	Ticked as required
None	
Basic Disclosure	
Standard Disclosure	
Enhanced Disclosure	X
Working with Adults - Regulated Activity	
Working with Children - Regulated Activity	

Information on types of criminal records checks is available at:

<https://www.gov.uk/disclosure-barring-service-check>

# Safeguarding



Burton Borough School fully recognises its responsibility to safeguard and promote the welfare of student and young people. We are committed to ensuring that its students have opportunity to thrive within a safe learning and working environment. Our school expects all staff and volunteers to share this commitment. Our Safeguarding Policy, which applies to all staff, Governors and volunteers working in the school, has five main elements:

1. Ensuring we practise safer recruitment in checking the suitability of staff and volunteers to work with our students
2. Raising awareness of child protection issues and equipping students with the skills they need to keep them safe
3. Implementing procedures for identifying and reporting cases, suspected cases, of abuse
4. Supporting students who have been abused in accordance with their agreed protection plan
5. Establishing a safe environment in which students can learn and develop.

The staff at Burton Borough School are aware of how they share in the school's responsibility to safeguard and promote the welfare of students and young people. Our 'Professional Code of Conduct' establishes expectations in relation to conduct towards students and all staff are issued with the strict guidelines on what are considered to be safer working practices which must be observed at all times. If any member of staff has a concern that the school's code of conduct or expected safer working practices were not being followed, and a student or students were at risk as a result, then they would be expected and supported to raise the concern under the school's adopted 'whistleblowing policy and procedure'.

Our school also operates within other policies relating to safeguarding, child protection and the welfare of students.

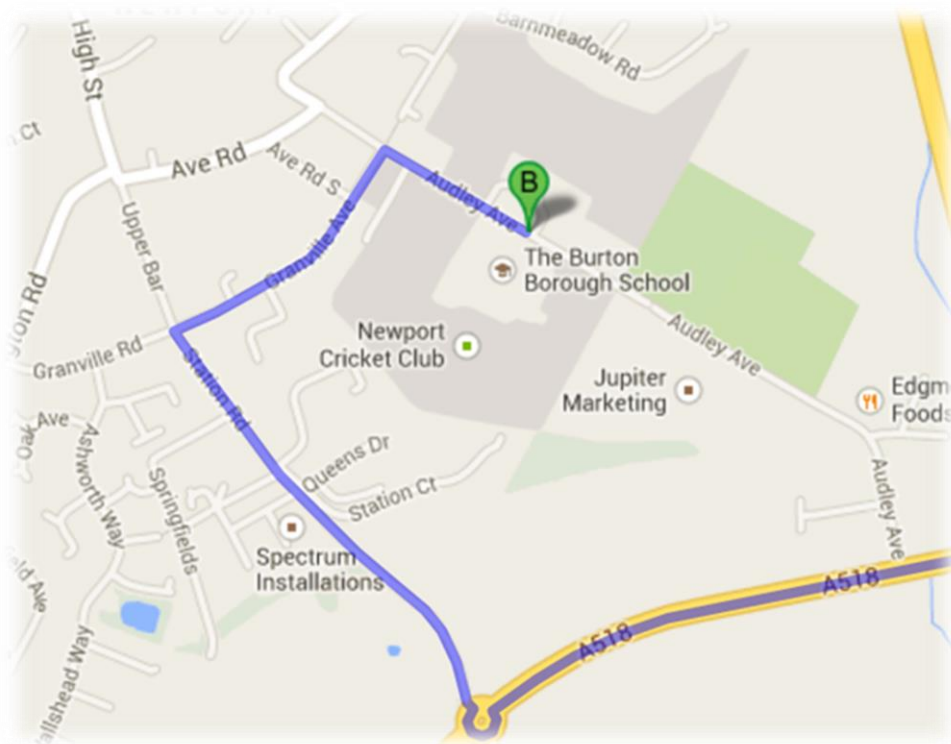
To ensure that safer practice in recruitment is reflected at every stage of the recruitment process, our school operates within a Safer Recruitment Policy. Members of the school staff and Governing Body have attended and passed training on Safer Recruitment. All successful applicants will be subject to an enhanced DBS disclosure and references will be checked. All employees of the school will receive compulsory child protection training.



# Local Information

Newport, Shropshire, is a beautiful market town in the borough of Telford and Wrekin. It is located on the Shropshire/Staffordshire border, equidistant from Shrewsbury, Stafford and Wolverhampton. We are the only comprehensive school in Newport with two single sex, selective grammar schools nearby. Despite this, our students are of high ability when compared to school nationally.

## How to find us



**From the North:** At Junction 14 (M6), take the B5026 to Eccleshall, then take the A519 following the signs for Newport

**From the South:** At Junction 12 (M6), take the A5 exit to Telford/M54, exit at Junction 3 (A41) following the signs for Newport

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Twitter/Instagram: @BurtonBorough



FRAMEWORK FOR  
ETHICAL LEADERSHIP  
IN EDUCATION  
PATHFINDER

