

## **WITHERSLACK GROUP**

### **Senior Administrator - Job Description**

<b>POST TITLE:</b>	Senior Administrator
<b>RESPONSIBLE TO:</b>	Head Teacher
<b>LIAISON WITH:</b>	All School Staff; Group Office Staff; Children's Homes Staff

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### **OVERALL RESPONSIBILITIES**

To oversee and manage all office procedures and tasks assigned by the Head Teacher.

### **GENERAL DUTIES**

#### **Administrative Duties**

- Reception duties
- Typing of documents including letters, handbooks, policies and memos
- Maintenance of filing systems
- Copying and distribution of documentation
- Petty Cash
- Record, compile, transcribe and distribute minutes of meetings
- Follow up on action points to ensure deadlines achieved
- Maintain office supply inventories and order office supplies
- Resolve administrative problems and enquiries
- Co-ordinate and organise the diaries and schedules
- To electronically produce reports, letters, agendas
- To organise and co-ordinate meetings
- To arrange travel and accommodation
- To co-ordinate, print, distribute and collate relevant documentation
- Proof read documentation before distribution/print
- To keep the Head Teacher fully informed about such matters as fall within the remit of the Senior Administrator

#### **Staffing**

- To compile and maintain staff records on Group database, developing new systems for these functions as necessary
- Maintain accurate staff attendance records on the Witherslack Group database on a daily basis
- Highlight areas of concern regarding attendance and timekeeping
- Involvement in the recruitment and selection of staff team and ensure Safer Recruitment of all staff
- Facilitation of orientation and induction for new staff
- Line management of office staff including PDR, Supervision. Dealing with any performance issues as necessary
- Co-ordinate office staff activities to ensure maximum efficiency

- Streamline processes, ensuring the team works as efficiently as possible

## **CPD**

To manage the CPD process for all staff in school which will include:

- Managing and maintain CPD records for all school staff
- Booking relevant training courses for staff, in line with Group policy
- To take part in relevant training; maintain professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies
- Implement procedural and policy changes to improve operational efficiency
- Support the organisation of INSET days

## **Communication**

- Collate correspondence (e-mail, telephone and written) from internal and external sources
- Handle enquiries and complaints from external agencies and stakeholders
- Facilitate communication between Group Office staff and the wider company
- Ensure correct escalation of any issues (particularly complaints, referrals, safeguarding issues)

## **Pupil Services**

- Maintain accurate pupil attendance and lateness records on the Witherslack Group database on a daily basis
- Admissions paperwork and liaison with Group office
- Administration support regarding Reviews/Reports
- Transport arrangements
- Compile and maintain pupil records. Develop new systems for these functions as necessary

## **Referrals and admissions**

- To co-ordinate the referral and admissions process in conjunction with the Head Teacher
- To take a pro-active approach to referral conversion in conjunction with the Head Teacher
- To manage parental and local authority enquiries regarding potential referrals
- To assist with the admission and induction of new pupils through processing incoming pupil referrals, and producing the necessary referral documentation in conjunction with the Head Teacher
- To co-ordinate admission interviews in conjunction with the Head Teacher
- To co-ordinate the admission and induction processes for new pupils, to ensure that the needs of transitioning pupils are effectively met, this will include active participation in the sharing of key information with staff teams through IEP's, Pupil Profiles, Placement Plans etc
- Liaising with Group Office regarding referrals
- Pro-active management of referrals including the timely maintenance of the referral database

## **Additional Roles**

- Act in manner which displays the utmost confidentiality and respect of pupil and staff records at all times
- To be aware of the Health and Safety implications of the role performed and adhere to any requirements of the Group/school Health and Safety Policy
- To relate to colleagues, pupils and visitors in a positive and appropriate manner
- To undertake other duties commensurate with the post to ensure the smooth operation of the responsibilities of the team

## **SAFEGUARDING**

The Witherslack Group is committed to the safeguarding and promotion of the welfare of all children and young people in our care. All staff have a key role and responsibility in this area. This post is subject to an Enhanced Disclosure check.

## **REVIEW**

This job description will be reviewed at least once per year and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the establishment in relation to the post holder's professional responsibilities, duties and grading.

## **ACKNOWLEDGEMENT**

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Employee Signature.....

(Print Name) ..... Date .....

Manager Signature.....

(Print Name) ..... Date .....

**Person Specification for the post of: Senior Administrator**

	Essential	Desirable
Education/ qualifications/ training	<ul style="list-style-type: none"> <li>• 5 GCSEs or equivalent (NVQ2), including Mathematics and English</li> <li>• Minute taking</li> </ul>	<ul style="list-style-type: none"> <li>• Qualifications gained in secretarial or administrative subjects.</li> <li>• A typing qualification of a minimum of 50wpm</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Minimum of two years' experience of working in a busy office environment</li> <li>• Secretarial/administrative experience</li> <li>• Experience of liaising with outside agencies and other organisations</li> <li>• Experience of dealing with issues of a confidential nature</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of preparing and controlling data and checking for accuracy</li> <li>• Data input experience, using different databases</li> <li>• Experience of working in an educational environment</li> <li>• Experience of using accounting software</li> </ul>
Special Knowledge	<ul style="list-style-type: none"> <li>• Training in &amp; knowledge of Microsoft Office</li> <li>• Competent in the use of Microsoft Office packages e.g. Word, Excel and Email.</li> <li>• Confident IT skills including excellent work processing</li> <li>• Understanding of confidentiality and dealing with sensitive information appropriately</li> </ul>	<ul style="list-style-type: none"> <li>• RSA II typing</li> <li>• Mail merge experience</li> <li>• Telephony training</li> </ul>
Skills/disposition	<ul style="list-style-type: none"> <li>• Ability to plan, organise and prioritise workload</li> <li>• Ability to work on own initiative and as part of a team</li> <li>• Excellent communication skills</li> <li>• Pleasant telephone manner</li> <li>• Attention to detail - accuracy</li> <li>• Ability to acquire new IT skills</li> </ul>	<ul style="list-style-type: none"> <li>• Desk Top Publishing</li> </ul>
Personal Qualities	<ul style="list-style-type: none"> <li>• Professional, helpful and friendly attitude with diplomatic, confident and efficient manner</li> <li>• Customer service focused approach, both with external contact and with colleagues</li> </ul>	
Work Arrangements and availability	<ul style="list-style-type: none"> <li>• Working to strict deadlines</li> <li>• Able to prioritise work</li> <li>• Ability to multitask</li> </ul>	