

## Job Description:-

### Student Services & Admin Assistant (Part Time)

<b>POST:</b>	Student Services & Admin Assistant
<b>RESPONSIBLE TO:</b>	Principal, under the day to day management and leadership of the PD & Operations Manager
<b>GRADE:</b>	SCP 2-4 (£28,221 - 29,025 pro rata, actual: £12,784 – 13,148)
<b>KEY RELATIONSHIPS:</b>	Academy Leadership Team; relevant teaching and support staff; partner professionals; Academies/Schools; local community; other Oasis Academies and Oasis Community Learning central staff; students; parents
<b>LOCATION:</b>	Oasis Academy Coulsdon
<b>WORKING PATTERN:</b>	19 hours per week (to be worked across two and a half days), Term-time only, plus 1 week (40 weeks per year)
<b>JOB PURPOSE:</b>	For two days of the weekly hours the post holder will operate the student services of the Academy and fulfil a range of duties pertaining to the administrative support of the Academy. For the additional half a day of the weekly hours the post holder will support with the administration tasks of the Wellbeing Centre.
<b>DISCLOSURE LEVEL:</b>	Enhanced DBS

#### RESPONSIBILITIES:

Coordinate the Services of the Academy, incorporating the following:

- Manage and maintain the smooth running of Student Services; review the needs of the students and adapt service as required;
- Lead point of contact for student enquiries at student services;
- Support with student arrival in the mornings, selling of stationery items; loaning uniform and/or equipment items to students as needed; supporting with academy main telephone line during this time;
- Take responsibility for condition and operation of Student Services, including information for students and staff, and any other relevant documents information displayed and replenished regularly in Student Services and the Wellbeing Centre;
- Provide basic first aid to students as required (training provided)
- Selling of student stationery items; ensure student services is fully stocked with stationery items; ordering items as necessary;
- Ordering of stationary supplies for the main academy stock, maintaining stock levels and ordering as necessary;
- Support with attendance phone calls as required in the mornings whilst registration is open;
- Manage and run the student House Points reward shop, monitoring student House Points to ascertain what they may exchange points for, manage a record of what they have spent, and order supplies for the shop as needed;
- To support academy uniform sales (predominantly ties and pre-loved items) including maintaining stocks, ordering supplies, selling, liaising with parents and carers on related enquiries, support academy events where uniform is available to purchase;
- Ensure 'lost property' is kept in a designated area, within Student Services, and is sorted through periodically; making arrangements for named items to be given back/collected by their owners. Communicate list of items at the end of each half term to Mentors for display to students and, if not

- collected, arrange for disposal of items, and 'recycling' of uniform items for welfare purposes;
- Work with Communications Officer and Head of Academy Operations to proactively communicate student services via the website, regularly updating information and using it as a communication tool for any messages/information to students, parents and staff;
- Support the work of the Admissions Officer to provide administrative support for all new starters - induction, sending of letters and paperwork as directed;
- Coordinating student feedback panels; creating the timetable for the Leadership Team with students, and sending reminders for meetings to Mentor groups and the relevant leadership team member;
- Sending home communication approved by the Academy Communications Officer, supporting with mail merging of data where required;
- Data entry on information management system;
- Sending out reminder and renewal letters as directed to students, parents, and staff

Be a supportive member of the Administrative Services team, incorporating the following:

- Support the work of the administration team - arising priorities and impromptu tasks during the course of the academy day received; undertaking typing, data entry, texts, contact calls, collation of documents and mailing exercises;
- Support in instances of colleagues' absence as needed and at the direction of PD & Operations Manager
- Answering main Academy switchboard incoming calls, transferring/taking messages where appropriate, checking switchboard messages at the beginning of and periodically throughout each day, re-routing messages as appropriate;
- Undertake shifts on Main Reception, modelling excellence in customer service in order to provide parents, carers and visitors with the best possible experience;
- Welcome and support visitors, ensuring signing in process is followed, identification badges issued, health and safety processes highlighted ie. Fire evacuation, mirroring the administrative team;
- Undertake first aid training in order to support with first aid for students and staff within the Academy when called upon;
- Support as a fire warden, taking responsibility for securing allocated areas in case of evacuation and ensuring all students, staff and visitors have vacated the area and are accounted for at evacuation point;
- Build good constructive relationships and work proactively with all members of the Leadership team and staff in order to support the administrative function of the Academy;
- Participate in training for the range of work undertaken by administrative/support staff.
- Checking of medical forms submitted to the Academy, ensuring data is updated on to Bromcom, meetings are arranged where necessary with the Wellbeing Coordinator;
- To carry out any additional or alternative duties, commensurate with the grade at the discretion of the Principal

#### Administrative Support for Wellbeing Centre

- Checking of medical forms submitted to the Academy, ensuring data is updated on to Bromcom, meetings are arranged where necessary with the Wellbeing coordinator;
- Coordinating student immunisations; arranging dates for the nursing team to attend, booking spaces for the immunisations team, and supporting the schedule on the day;
- Monitoring and maintaining first aid stocks and supplies and placing order as required;
- Issuing student medical passes as required, monitoring and updating as required;
- Monitoring student medication expiration dates and liaising with parents/carers as required to request replacement items;
- Any other administrative support required for the Wellbeing Centre and coordinator, such as producing and sending letters, booking of meetings, etc.

# Person Specification

## Student Services & Admin Assistant

### Our Purpose

Oasis Academies exists to provide a rich and balanced educational environment which caters for the whole person academically, vocationally, socially, morally, spiritually, physically, emotionally and environmentally. Our task is to serve our students as well as to provide a learning hub for the entire community. In this way we will raise aspirations, unlock potential and work to achieve excellence through encouraging a 'can do' culture which nurtures confident and competent people.

### Oasis Community Learning Ethos

Our ethos is an expression of our character - it is a statement of who we are and therefore the lens through which we assess all we do. Our work is motivated and inspired by the life, message and example of Christ, which shapes and guides every aspect of each of our schools. This is foundational to our belief that all people are created and loved by God as equal and unique beings, and to our commitment to model inclusion and compassion throughout all the aspects of the life and culture of each Academy community.

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Appropriate academic qualifications to at least GCSE grade C or above for Maths and English and/or ability to demonstrate literacy and numerical competency through proven experience</li> </ul>	<ul style="list-style-type: none"> <li>Qualified in Health and Safety</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>Self-motivated and committed to self-development</li> </ul>	
<b>Experience, Skills and knowledge</b>	<ul style="list-style-type: none"> <li>Experience of effectively working with the public students/community environment/customer focused environment</li> <li>Successful experience of working in an office environment or similar</li> <li>Proficient in the use of Microsoft packages Word/Excel/Powerpoint including email and the internet.</li> <li>Good levels of ICT skills and high level of attention to detail</li> <li>Good written and oral communication skills</li> <li>Effective team member able to work co-operatively with colleagues and ability to work independently and make decisions.</li> <li>Calm and adaptable with an ability to work within a flexible and busy environment</li> <li>Good organisational, prioritisation and time management skills</li> <li>Ability to work in an environment which requires a high level of confidentiality</li> <li>Good interpersonal skills and experience of delivering strong customer service</li> <li>Experience of supervising staff</li> <li>First Aid trained and experience of administering medicine and dealing with incidents</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working with Academy age students</li> <li>Previous experience of working in finance and handling cash.</li> <li>Proficient in the use of school information management systems.</li> </ul>

<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Commitment to safeguarding and promoting the welfare of children and young people.</li> <li>• Willingness to undergo appropriate checks, including enhanced CRB checks.</li> <li>• Motivation to work with children and young people</li> <li>• Ability to form and maintain appropriate relationships and personal boundaries with children and young people</li> <li>• Emotional resilience in working with challenging behaviours and attitudes to use of authority and maintaining discipline"</li> <li>• Have a willingness to demonstrate commitment to the values and behaviours which flow from the Oasis ethos.</li> </ul>	
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**Signed:**

<b>Employee:</b>		<b>Line Manager:</b>	
<b>Print Name</b>		<b>Print Name</b>	
<b>Date</b>		<b>Date</b>	