



The Bishop Wand Church of England School

Position	Administration Assistant	Grade	Surrey Pay SP3, Point 1
Department	Administration	Work Pattern	36 hours per week <i>Monday to Thursday</i> 8.00am to 3.45pm <i>Friday</i> 8.00am to 3.30pm
Line Manager	Business Manager		

Job Profile

Job Purpose

To administrate a wide range of services which support students, staff and parents/carers ensuring that high standards of customer service are delivered at all times.

Key Responsibilities

1.1 PASTORAL SUPPORT

- (a) To be responsible for administrating all arrangements for Parent Consultation Evenings. Responsibilities to include issuing invitation letters to parent/carers via ParentMail; overseeing the booking and set up of the venue; collating and analysing parent/Carer questionnaires completed at the event.
- (b) To generate reports from SIMS.net and PARS in relation to student behaviour incidents, distributing weekly reports to middle and senior leaders in an agreed format.
- (c) In liaison with Heads of Year, administrate all arrangements for individual and year group photographs and oversee distribution of photographs and collection of income in relation to sales generated.
- (d) Deputising for the Attendance Officer, in their absence.
- (e) To be responsible for the administration of all arrangements associated with the allocation and ongoing management of student lockers.
- (f) To assist Heads of Year/Senior Leadership Team in requesting information from staff in relation to individual students as required.

- (g) To support Heads of Year with the planning, preparation and development of resources to individuals and groups of students and to support learning activities.
- (h) To directly manage phone calls and email communication for Heads of Year and respond appropriately.
- (i) To respond to a wide range of enquiries received from students arriving at student reception.
- (j) To maintain personal files relating to all students ensuring that all documentation received into the office is filed.

1.2 VISITOR RECEPTION AND TELEPHONE ENQUIRIES

- (a) As required, to welcome visitors to the School's reception and respond to their enquiries delivering a high standard of customer service.
- (b) To ensure that all visitors given access to the School, complete the registration system and receive a visitor badge for security purposes.
- (c) To respond to telephone callers to the School, dealing with their enquiries as appropriate and seeking further advice from colleagues as required. To ensure that all telephone messages recorded are forwarded to the relevant members of staff.

1.3 FIRST AID AND MANAGEMENT OF MEDICATION

- (a) To obtain and maintain a certificated first aid qualification as specified by the School.
- (b) To administer first aid to students and staff as required ensuring that appropriate records are made of the condition/incident in the medical and accident book and to effectively liaise with parents, carers and next of kin as appropriate.
- (c) To control the administering of medication to students when requested to do so by parent/carers ensuring that a medical consent form has been received by the School and that an appropriate record is maintained on each occasion that medication is given.
- (d) To maintain supplies of first aid equipment in addition to preparing and maintaining medical kits located in key areas throughout the School and those available for offsite activities.
- (e) To maintain records to determine what medication is held by the School, carrying out regular expiry date checks and disposing of out of date medicines appropriately.
- (f) To be responsible for the reporting of "Reportable Incidents" to the Health and Safety Executive.

1.4 ADMINISTRATION OF SCHOOL VACCINATION PROGRAMME(S)

- (a) To be responsible for the administration of all arrangements associated with the relevant vaccination programmes for students, liaising with the Local Health Authority and School staff as required.

- (b) To ensure that vaccination consent forms are issued to and received back from parent/carers and that, thereafter, there is appropriate liaison with the Local Health Authority as regards students eligibility for vaccination.
- (c) To be responsible for the internal operational arrangements for each vaccination programme, ensuring that all key stakeholders are effectively communicated with as regards the venue and associated set up and timetabling arrangements for students receiving vaccinations.

1.5 CAREERS ADMINISTRATION

- (a) To co-ordinate the receipt of all work placement questionnaires from students and liaise with Education Business Partnership as required in respect of those students seeking placements.
- (b) To liaise directly with Education Business Partnership to ensure that all health and safety issues relating to each work placement have been met.
- (c) To formally confirm work placement arrangements with students and parents/carers.
- (d) To assist Careers and Work Experience Co-ordinator in respect of feedback and evaluation exercises to be carried out following the completion of student work placements.

1.6 GENERAL ADMINISTRATION

- (a) To respond to general requests for information from members of staff as required.
- (b) To operate a variety of office equipment including switchboard, photocopier and franking machine.
- (c) To process incoming mail, including email, and prepare outgoing mail as required.
- (d) To process requests for ParentMail messages to be issued to students and parent/carers as required.
- (e) To process lost property received into the School office ensuring that all named items are returned to the respective student.

1.7 OTHER

- (a) To maintain confidentiality at all times in respect of school related matters and to prevent disclosure of confidential sensitive information in line with data protection legislation.
- (b) Carry out any other reasonable duties and/or times of work as may be reasonably required in accordance with the grade and general level of responsibility within the school.
- (c) To ensure compliance with all School policies and procedures and continually promote and support the ethos of the School.
- (d) Participate in training and other learning activities and performance development as required.

Revision Date

July 2019

Employee Specification

Qualifications	
Five GCSEs or equivalent at Grade C/Level 4 or above including English and Maths	Essential
Knowledge and Experience	
Experience of working in an administration role within public or private sector	Essential
Experience working with children in a formal setting e.g. employment without immediate supervision	Desirable
Experience of working in an educational environment	Desirable
Knowledge of child protection and health and safety procedures	Desirable
Sound knowledge and experience of Microsoft Office applications	Essential
Experience of SIMS.net within an educational setting	Desirable
Abilities and Skills	
Ability to deliver high levels of customer service	Essential
Ability to empathise and be positive with children and young people	Essential
Highly effective written and verbal communication skills	Essential
Ability to communicate sensitively and with complete discretion	Essential
Effective time management skills and ability to work under pressure	Essential
Strong organisational skills and attention to detail	Essential
Ability to work flexibly and to work effectively as a member of a team	Essential