

Job Description

Job Title:	Administration Officer (Generic)
Pay Scale:	Pay Scale NJC Scale 5, SCP (12-15) Term time only 25 hours various working hour patterns
Reporting to:	Senior Office Administrator

About you:

You will be an organised and effective administrator, with the ability to work as part of a busy office environment and have the aptitude to develop individual areas of responsibility to meet the needs of the wider federation.

Job Purpose

- To provide a comprehensive administrative and organised support service across the H³ Federation.
- Have excellent knowledge of all school office procedures, systems and processes.
- To carry out all administrative duties in a timely and efficient manner ensuring deadlines are met making appropriate decisions to prioritise work effectively.
- To be responsible for maintaining and updating the school's student databases (Arbor) and associated spreadsheets with regard to all student records.
- To dispose of records and confidential documents in line with the School Retention Policy.
- To cover for the Main Reception and Student Services as required
- To organise teacher cover where necessary on a daily basis and understand the school timetable and rooming options across the school.

Main Key Role

General Administration

- To compile and send communication as directed by the Senior office Administrator
- To ensure accurate record keeping and filing.
- To manage the distribution of school reports and produce the necessary signing in registers for parent/carers consultation evenings.
- To ensure visitors are signed in and out and manage fire evacuation management processes.
- To assist in the maintenance of the school's attendance registers.
- Managing multiple inboxes.

- Produce, maintain and share up to date “how to” guides for all key aspects of the generic administration roles.

Reception Duties

- To be the first point of contact and to receive all visitors to the school in a friendly, timely and professional manner ensuring that they are welcome and attended to.
- Manage the Sign In system, ensuring all visitors sign in and out and that the fire drill procedures are in order.
- Ensure that all queries, either in person, or by telephone, are dealt with swiftly and appropriately using tact and diplomacy at all times.
- Deal with internal enquiries from staff and students.
- Answer both internal and external telephone calls and take messages as required.
- Handle difficult situations and issues with sensitivity and calm ensuring you are always aware of the safeguarding of our students, data protection and the need for strict confidentiality at all times.
- To administrate staff absences, booking in supply staff when necessary and providing relevant checks / documents in relation to safeguarding procedures.

Innovation (decision making and creativity)

- The post holder will be expected to use initiative, including making suggestions for improvements and exercise judgement in determining priorities for themselves.
- The post holder will be expected to have flexibility to adapt to changing school priorities.
- The post holder will be prepared to develop new skills and working methods in order to effectively respond to changing school needs.
- The post holder is required to make recommendations to the Senior Administrator to ensure the smooth running of the school administration functions – specifically in relation to automating activities to remove manual processing.

Other Duties

- To be First Aid trained to support the management of students presenting as unwell.
- To keep a record of students presenting as unwell.
- All administrative officers will have an additional responsibility providing support to the Senior Administrator in the following areas: admissions, student services, cover, and other duties as required.

Equalities

- Haverstock School and its Governing Body are committed to ensuring consistency of treatment and fairness, and will abide by all relevant equality legislation
- The School will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

Safeguarding Children

Display a commitment to the protection and safeguarding of children and young people in line with the 'Keeping children safe in education: information for all school and college staff' document.

Person Specification

Category	Essential	Desirable
Qualifications and Training	<ul style="list-style-type: none"> At least 5 Level 2 passes which must include Maths and English Language or hold equivalent qualifications. 	<ul style="list-style-type: none"> First Aid Trained
Experience	<ul style="list-style-type: none"> Experience of using MS Word, Excel and google workspace Experience of working in a busy office environment 	<ul style="list-style-type: none"> Previous experience of working in educational setting Knowledge of school MIS (Arbor)
Skills, knowledge and aptitude	<ul style="list-style-type: none"> Have excellent ICT skills. The ability to work flexibly as part of a team and to work cooperatively and collaboratively. Be an effective communicator, both in writing and spoken, particularly when writing personal letters to parents/carers. Have high levels of personal integrity. Ability to be highly productive and work under pressure. To be conversant with the school's Equal Opportunities Policy and at all times work to further the school's aims with regard to equal opportunities and raising achievement. To be committed to working cooperatively towards the aims of the H³ Federation. 	<ul style="list-style-type: none"> Knowledge of school admission procedures Knowledge of safeguarding procedures Ability to work with students with SEND
Personal Attributes	<ul style="list-style-type: none"> Energy, ambition and enthusiasm. Ability to establish and maintain effective working relationships at all levels whilst demonstrating a flexible approach as a team-player. Have a reassuring, understanding and sympathetic nature. Maintain confidentiality at all times. Sense of humour. 	<ul style="list-style-type: none"> Energy, ambition and enthusiasm with a willingness to develop new skills.

The H³ Federation is committed to safeguarding and promoting the welfare of young people and expects all staff to share this commitment. This post will be subject to an enhanced DBS disclosure.