



The Blue Coat School

Job Description & Person Specification

ADMINISTRATION OFFICER – STUDENT SERVICES SUPPORT

Fixed Term for 1 year

Grade 2, Pt 4-6 £18,426 – £19,171 (This salary is full-time and will be pro-rata'd)

16 hrs p/week, Wednesday – Friday, 8.30am – 1.50pm (can be flexible)

Term Time only

Purpose of Post

To provide administrative and general support for the Student Services team and whole school activities providing excellent customer service to all.

Key tasks

Administration

- 1 To work within student services and the general office and carry out tasks which promote good student attendance and support the welfare of our students
- 2 To assist in the maintenance and collation of registers and updating of manual/computer data with particular reference to student absence.
- 3 To follow procedures for identifying students as absent and contact parents where appropriate.
- 4 To follow procedures for monitoring and identifying students as missing and take appropriate action.
- 5 To facilitate the school's punctuality policy including identifying and recording students as late and applying the appropriate sanction.
- 6 To process absence calls and letters, updating registers, photocopying and scanning as required.

General duties

- 1 To assist pupils with their queries and concerns in line with school policy and procedure.
- 2 To liaise with colleagues including Directors of Learning, senior management, external agencies, colleagues and parents as required.
- 3 To disseminate email and other correspondence from parents to appropriate members of staff.
- 4 Provide administrative and clerical support including preparing letters, updating spreadsheets, sending emails, data entry, photocopying and associated routine tasks.
- 5 Maintenance of manual/computer data filing systems including the use of the management information system (SIMS).
- 6 To provide hospitality for official meetings and visitors as required.
- 7 To provide occasional reception cover including receiving visitors, receiving and directing telephone calls and dealing with enquiries as appropriate or directed.
- 8 Preparation of information for school publicity, documentation and communication to parents both electronically and in paper format.
- 9 To support the administration and preparation of ad hoc school events.
- 10 To provide administrative support to subject departments as required.
- 11 Sort, distribute and administer incoming and outgoing mail.
- 12 To undertake other duties of a similar nature as requested.

Standard Duties

1. To understand the importance of inclusion, equality and diversity, both when working with pupils and with colleagues, and to promote equal opportunities for all.
2. To uphold and promote the values and the ethos of the school.



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3. To implement and uphold the policies, procedures and codes of practice of the School, including relating to customer care, finance, data protection, ICT, health & safety, anti-bullying and safeguarding/child protection and to maintain high standards in your own attendance and punctuality.
4. To take a pro-active approach to health and safety, working with others in the school to minimise and mitigate potential hazards and risks, and actively contribute to the security of the school, e.g. challenging a stranger on the premises.
5. Participate fully in staff training and development opportunities including attendance at staff meetings, and work to continually improve own and team performance, and that of the schools, sharing skills and expertise with others as required.
6. To attend and participate in relevant meetings as appropriate.
7. To undertake any other additional duties commensurate with the grade of the post.

Contacts:

Pupils, staff, parents, carers and guardians, and visitors to the school.

Responsible to:

Student Support and Attendance Manager/Senior Admin Officer

This job description is a guide to the duties and should be read in conjunction with the accompanying person specification.

This post is subject to an enhanced DBS disclosure check through the Disclosure & Barring Service.



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ADMINISTRATION OFFICER – STUDENT SERVICES SUPPORT GRADE 2 (16 hours per week, Fixed Term)	Essential / Desirable	Application Interview Test
Qualifications		
Literacy and Numeracy skills equivalent to Level 2 of the National Qualification & Credit Framework	E	A
Experience		
Experience of working in a busy administrative environment	E	A/I/T
Excellent IT skills including MS Office and an aptitude to work with other software	E	A/I/T
Experience of team-working to work effectively with others and meet deadlines and goals	E	A/I
Experience of working within a school in an administrative support capacity	D	A
Experience of using SIMS	D	A
Skills and Abilities		
Communication skills to deliver polite, courteous and efficient customer service appropriately through all media i.e. face-to-face, telephone, email, etc.	E	A/I
Literacy skills including spelling, grammar and punctuation, to be able to compose letters, documents and communication	E	A/I/T
Ability to follow procedures and instructions, anticipate priorities and manage workload	E	A/I
Ability to work accurately, pay attention to detail and a drive to achieve quality in all aspects of the role	E	A/I/T
To continually improve own practice/knowledge through self-evaluation and learning from others	E	A/I
Ability to embrace and utilise the latest technology to improve efficiencies	E	A/I
Experience in handling sensitive, emotional and difficult situations with parents, colleagues, customers and suppliers.	D	A/I
Knowledge		
Understanding why safeguarding is important when working with children and young people	E	A/I
Understanding of equal opportunities and inclusion and how it applies in a school setting	E	A/I
Knowledge of data protection and why it is important to keep information confidential when dealing with children and young people	D	A/I
Work circumstances		
Able to work flexibly as the workload demands	E	A/I
Occasional out of hours working to support school events	E	A/I

N.B. Any candidate with a disability who meets the essential criteria will be guaranteed an interview