



Job Description

Park Academy West London is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Administrator Assistant Student Services

Salary range: £21,595 - £23,191 inc London Weighting Allowance [pro rata]
36 hrs p/w ~ term time only + 5 days [40 weeks]

Line Manager: PA to the Principal/Office Manager/HR

Job Purpose

- To provide a comprehensive general administrative, clerical and service to the Academy including specific responsibility of administrative support in respect of uniform and free school meals and collection of monies.
- To work as part of the Administrative Team and contribute to the achievement of its objectives.

Responsibilities and Tasks

Main areas of responsibility

- Provide general administrative support to teaching staff preparing and producing correspondence to parents/carers, using appropriate software.
- Provide support to students at the student shop area including ad hoc printing of timetables, calls home, loan of uniform, signature and Academy stamping of Oyster cards etc.
- To be responsible for general office filing and archiving, keeping an accurate and effective filing system for paper documentation as required.
- To undertake general admin related photocopying and faxing duties as and when required by teachers.
- Open and circulate in-coming mail, and ensure franking and dispatch of outgoing mail.
- Maintain the franking machine account liaising with Finance to ensure adequate funds are credited as required
- Be responsible for the distribution of papers, student letters, packs etc as directed by your line manager
- Answering incoming calls for Student Services, filtering calls and taking messages where appropriate and provide overspill phone answering for Reception during busy times.
- Be responsible for the collection of monies for trips, prom tickets, show tickets, year book etc
- Be responsible for the upkeep and sales of stationery, calculators, revision guides for students.
- Be responsible for referring enquiries issues relating to lockers to Building Services
- Be responsible for the management of the Academy till ensuring monies are banked with Finance Team at the end of each day.
- Keep Staff Pigeon holes up to date with current staff members
- Ensure Students who need to leave to attend external appointments have permission to leave school and leave with an appropriate adult, liaising closely with their Head of Year or Academic Mentor.
- Take photo's and biometric data from casual admissions throughout the year.
- To be responsible for upkeep of personal details (change of address, medical etc) on the Academy MIS.
- To be responsible for entering student off roll details on the Academy MIS and sending student files and CTFs on to other schools.

Free School Meals & Cashless Vending

- To manage and maintain the Free School Meals register
- To produce reports in relation to Free School Meals, providing statistical information to SLT as and when required
- To ensure annual reminders and information about eligibility for Free School Meals is distributed to all parents/carers and all new admissions throughout the academic year
- Collect and collate all evidence in relation to Free School Meals

- To be responsible for maintaining and updating cashless vending system in relation to Free School Meals

Uniform & Lost Property

- To be responsible for arranging sale of uniform as and when necessary including new intake sale days and sale days during school holidays
- To be responsible for liaison with relevant SLT member regarding Hardship Fund requests and sales of second hand uniform.
- To be responsible for stocktaking and ordering of school uniform stock in liaison with your line manager.
- Dealing with all enquiries from parents and new admissions in relation to uniform
- To be responsible for return of lost property wherever possible and to maintain lost property shop, clearing as and when appropriate.

Key requirements

- Excellent organisational and planning skills with outstanding attention to detail
- Computer literacy in Office and SIMs
- Experience working within a busy office environment
- An ability to deliver to give timelines and targets
- To use initiative and adopt a creative approach to problem-solving
- Aptitude and desire to work collaboratively, flexibly, supporting others

General Responsibilities

- To participate fully in Staff Appraisal according to the Academy requirements.
- To participate in training and other learning activities and performance development, as required.
- To work safely, consider the safety of others and work within the guidelines stated in the Academy Health and Safety Policy.
- To comply with all decisions, policies and standing orders of the Academy; comply with statutory requirements, including Equal Opportunities legislation, the Health and Safety at Work Act and the Data Protection Act.
- To have a commitment to Child Safeguarding, to promoting the welfare of children and young people in accordance with the Academy's agreed procedures.
- To contribute to the overall ethos/work/aims of the Academy and the Trust.
- To appreciate and support the role of other professionals.
- To recognise own strengths and areas of expertise and use these to advise and support others.
- To respond to requests in a timely manner and in line with set deadlines.
- To undertake such other duties as may be required from time to time commensurate with the level of the post. The particular duties and responsibilities attached to the post may vary from time to time without changing the general character of the duties or level of responsibility.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description. Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers. The Academy 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.



Person Specification

Administrator Assistant [Student Services]

1. Qualifications	Essential	Desirable
Good general level of education including competence in literacy and numeracy.	✓	
Excellent communication, numeracy and computer skills	✓	
Experience of computer based database record systems.	✓	
Minimum of 2 years clerical/administrative experience including contact with a range of customers/clients.		✓
Relevant administration qualification (NVQ L3 and or ECDL)		✓

2. Skills and Knowledge	Essential	Desirable
Ability to act on own initiative with minimal supervision to meet deadlines set or negotiated.	✓	
Ability to demonstrate tact, confidentiality, commitment and flexibility.	✓	
Ability, flexibility and willingness to work as part of a team with a number of professional and administrative staff.	✓	
Willingness and ability to manage own time and take full responsibility for work produced.	✓	
Ability to keep accurate and relevant records	✓	
Ability to work under pressure.	✓	
Willingness to accept training and develop new skills in key areas of the job.	✓	
Awareness of current developments in education.		✓
Ability to be proactive and use own initiative be creative and think beyond the obvious solutions.	✓	
Understanding of confidentiality and integrity when handling student information.		✓
Flexibility and willingness to help out where needed	✓	

3. Experience	Essential	Desirable
Experience of working within a school setting.		✓
Experience of working with young people, parents, carers, teachers	✓	

4. Personal Qualities and Values	Essential	Desirable
Ability to communicate effectively at all levels, verbally and in writing.	✓	
Ability to relate well to children and adults – approachable and flexible	✓	
Excellent telephone manner and ability to deal with enquiries as required with minimal supervision.	✓	
Methodical approach to work and the ability to prioritise.	✓	
Able to work constructively as part of a team, understanding school roles and responsibilities and own position within these.	✓	
Ability to show initiative and enthusiasm	✓	
A commitment to safeguarding and promoting the welfare of children and young people.	✓	

A belief that the needs of students come first.	✓	
A desire to work with young people and to support their education and achievements.	✓	
Professional approach.	✓	
Able to demonstrate discretion, confidentiality and commitment.	✓	
Able to liaise sensitively and with parents/carer recognising their role in the student learning.	✓	
A commitment to equality of opportunities.	✓	
Non-judgmental disposition	✓	
Confident approach working with young people	✓	
Excellent attendance and punctuality	✓	
Flexible and good humoured approach.	✓	

Note:

All employees are expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties.