

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>8BF</b>	<b>Role Title</b>	<b>Administrator Manager</b>
<b>Grade</b>	<b>S8</b>	<b>Reports to (role title)</b>	<b>Head of Operations</b>
<b>JE Band</b>	<b>269-313</b>	<b>School</b>	<b>Esher Church of England High School</b>
		<b>Date Role Profile created</b>	<b>July 2024</b>

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

### Role Purpose

including key outputs

#### **Provide Strategic Leadership:**

To lead the Administrative team with a proactive and forward-thinking approach, ensuring the smooth running of the school by anticipating needs and addressing challenges effectively.

#### **Promote a Collaborative Culture:**

Develop and sustain a collaborative culture within the Administrative team, maximising effectiveness and efficiency. Actively engage with colleagues across the school to support staff in achieving outstanding pupil outcomes, aligned with our vision of belonging and educating for life.

#### **Deliver High-Quality Marketing and Services:**

Plan, develop, and implement effective marketing and communication strategies that enhance the school's image and outreach. Ensure all administrative services are of the highest quality, contributing positively to the school community.

#### **Proactive and Initiative-Driven:**

Exhibit initiative in identifying opportunities for improvement and innovation within the administrative functions. Be proactive in addressing issues before they escalate, ensuring a responsive and dynamic administrative support system.

#### **Strategic Collaboration with Leadership:**

Work strategically with your line manager, keeping them informed of progress and any areas of concern. Collaborate closely to align

administrative functions with the school's overall strategic objectives, supporting our motto: Belong, Be More, Be Esher.

**Key Accountabilities:**

The following duties and accountabilities are specific to this role:

**Leadership**

- Lead the Administrative team to create an atmosphere of belonging for all stakeholders and supporting the children and staff of our school community
- Lead the team to be proactive, anticipating problems and to take actions to prevent them arising or to minimise impact. Model this in own work
- Ensure the effective and efficient operation of the school administration and support systems.
- Deploy the team effectively, ensuring the best use of time and resources and the completion of the department workload within deadlines. Delegate appropriate tasks, quality assure their work and ensure all documents are presented in the house style and proof read.
- Source information for one-time reports/summaries.
- Ensure the team communicate effectively with one another and the wider school community.
- Evaluate the quality of administrative support through robust self-assessment and use the findings to develop capacity for improved effectiveness.
- Appraise and manage staff performance, ensuring CPD is appropriate and effective.
- Ensure members of the team have an awareness of their responsibility for the Health, Safety and Welfare of students and colleagues. Ensure relevant school and departmental policies are implemented.

**Administration**

- Hold the role of Admissions lead and support the transition of incoming Year 7s
- Management of timely communications responses, redirection and follow up of incoming communication
- Oversee the content, design and distribution of the school's newsletter, parents email, website, prospectus and other communications.
- Work in conjunction with the cover manager to welcome supply staff, introduce them to the school and share work set for the day
- Cover the role of cover manager in their absence
- Oversee the collation of the travel plan
- Coordinate annual surveys to parents and students

**Marketing**

	<ul style="list-style-type: none"> <li>• Manage and develop relationships within the local community including the business community and actively seek opportunities within the community for the benefit of our students.</li> <li>• Manage the production of the school's prospectus and related photography.</li> <li>• Develop marketing strategies which deliver timely and relevant messages to different audiences.</li> <li>• Be responsible for the School's brand ensuring it remains consistent across all internal and external communications.</li> <li>• Be the lead for the school's social media</li> <li>• Create fresh up to date social media and news content in line with an agreed marketing strategy.</li> <li>• Responsible for school publicity stands and other event material.</li> <li>• Direct the work of the school display coordinator</li> </ul> <p>To carry out all such other duties as the SLT or your line manager may reasonably direct; this may include the invigilation of exams</p>
<b>Enlighten Learning Trust Work Context and Generic Responsibilities</b>	<p>This role is based at Esher Church of England High School part of Enlighten Learning Trust.</p> <p>Enlighten Learning Trust expects all its staff to:</p> <ul style="list-style-type: none"> <li>• Maintain confidentiality in and outside of the workplace</li> <li>• Be pro-active in matters relating to health and safety and report accidents as required</li> <li>• Support the aims and ethos of the Trust setting a good example in terms of dress, behaviour, punctuality and attendance</li> <li>• To carry out all such other duties as the SLT or your line manager may reasonably direct</li> </ul>
<b>Line management responsibility</b>	<p>Student Services officer, Receptionist, Administrative Assistant, Resources Technician</p>
<b>Budget responsibility</b>	<p>Not Applicable</p>
<b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family	<p>Analysis, Reporting &amp; Documentation</p> <ul style="list-style-type: none"> <li>• Prepare and analyse management information, including financial reports / project plans, recommending actions as appropriate.</li> <li>• Maintain, develop and review business support systems, processes and procedures to secure a quality, cost effective service and continuous improvement.</li> </ul> <p>Service Delivery</p> <ul style="list-style-type: none"> <li>• Deliver a range of specialist services advising and assisting customers in area of expertise, to maximise service quality, efficiency and continuity.</li> <li>• Maintains knowledge of the organisation's current systems, policies and procedures.</li> <li>• Resolve issues/queries independently, recommend alternative solutions if unable to assist, and ensure efficient, day-to-day customer service is delivered.</li> </ul> <p>Planning &amp; Organising</p>

	<ul style="list-style-type: none"> <li>• Monitor service objectives and standards within own area of work to ensure effective service delivery.</li> <li>• Plan and prioritise own work activities for the months ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed.</li> </ul> <p>Work with others</p> <ul style="list-style-type: none"> <li>• Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service.</li> <li>• Undertake and coordinate projects and reviews in a defined area of activity to support and enhance service delivery.</li> </ul> <p>People Management</p> <p>Either:</p> <ul style="list-style-type: none"> <li>• Manage staff, allocating and prioritising their work and manage performance to secure efficient service delivery.</li> <li>• Oversee the work of others as the most experienced team member.</li> </ul> <p>And/Or:</p> <ul style="list-style-type: none"> <li>• Operate as an individual maintaining and improving operational efficiency and quality of service of own area.</li> <li>• May be recognised as the main point of contact for a particular specialised process, system or procedure or for a senior member of staff.</li> </ul> <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<p><b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b></p>	<ul style="list-style-type: none"> <li>• Educated to 'A' level standard, or able to evidence ability at an equivalent level.</li> <li>• Professional business qualification to NVQ Level 4, or able to evidence knowledge and understanding of appropriate business disciplines; willingness to study for a relevant professional qualification if appropriate.</li> <li>• For some roles a relevant degree may be required.</li> <li>• Excellent IT skills.</li> <li>• Excellent written and oral communication skills with the ability to build sound relationships with customers, adapting styles to different situations.</li> <li>• High level administrative/organisational and analytical skills.</li> <li>• Ability to manage a range of projects through to completion.</li> <li>• Effective interpersonal, influencing and negotiation skills.</li> <li>• Practical experience and understanding of business supporting service teams and/or providing support to the public (where appropriate).</li> <li>• Experience of leading a team (where appropriate).</li> </ul>
<p><b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b></p>	<p>The successful candidate will be subject to a satisfactory enhanced disclosure from the Disclosure and Barring Service (DBS). Enlighten Learning Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.</p>

	Completion of a DFE approved clerking development course
<b>Role Summary</b>	<p>Roles at this level may manage a straightforward operational activity or small team, provide specialist support services or they may be in the second year of a professional career development role. They have in-depth knowledge of methods, systems and procedures and possess practical understanding in one or more disciplines, for example finance, HR, communications, facilities, procurement. They are often process 'experts' seeking to deliver maximum efficiency within a defined process. A thorough knowledge of their own area or discipline is required although overall supervision from a more experienced professional is in place. They work collaboratively with customers, staff, partner organisations, agencies and/or contractors and play a major role in maintaining quality standards and/or engaging in project management.</p>