



# The Totteridge Academy

The best in everyone™

Part of United Learning

<b>Position:</b>	Student Services Administrator
<b>Line Manager:</b>	Business Manager
<b>Working Hours:</b>	37.5 hours per week, 8AM to 4.00 PM (with a 30-minute unpaid break), Monday to Friday
<b>Working Weeks</b>	40 weeks per year, term time only (39 weeks plus one additional week during the half term)
<b>Salary:</b>	Band 1 Administration & Business Management (Up to £24,970 per annum, pro rata, dependent upon experience).

*All support staff roles are integral to The Totteridge Academy's pivotal principle of 'kaizen': the process of continuously striving for improvement so as to better the life chances of every single young person in our care.*

### Job Purpose

To provide a range of welfare and administration services to support the effective and efficient everyday operations of the Academy Office, Curriculum and wider Academy teams.

As part of the Administrative Support staff you will be expected to assist and support the team in ensuring the smooth and efficient running of the administrative service, providing cover for colleagues when necessary and taking responsibility of some key administrative tasks that are requested by members of staff.

### Key Duties

All duties associated with this role require the highest standards of professionalism at all times in terms of manner, conduct and appearance. This role also demands high levels of literacy competency as all written communication must be in Standard English.

### Specific Duties

1. Assessing, administering first aid to students and staff maintaining relevant medical records and administering routine medication.
2. To be the point of contact for Student Welfare enquiries and liaise with Student Services Colleagues and or personal tutors/Directors of Learning when required.
3. Liaising with Health Authority Personnel under the direction of the Vice Principal to arrange medicals etc. and maintaining records.
4. Maintain stock of authorised first aid equipment for the whole Academy and ensuring relevant staff are informed of pupil medical needs.

**Principal:** Chris Fairbairn

The Totteridge Academy is part of United Learning. United Learning comprises: UCST (Registered in England No: 2780748. Charity No. 1016538) and ULJ (Registered in England No. 4439859. An Exempt Charity). Companies limited by guarantee. VAT number 834 8515 12.  
Registered address: United Learning, Worldwide House, Thorpe Wood, Peterborough, PE3 6SB.

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5. Complete documentation and maintain records relating to Academy needs, liaising with pupils, parents, local authority and Academy Kitchen Staff.
6. Ensuring completion of pupil accident/incident forms and maintaining records.
7. To carry out effective, accurate and efficient administration services for the Academy.
8. To provide administration and organisation support to include photocopying, collating and record keeping.
9. To file and retrieve documentation for the Academy to support efficient record management and to ensure compliance with GDPR. This includes following the Academy's retention of data policy and archiving.
10. To use Microsoft packages to help support Academy administration team such as letter writing or tracking data.
11. Regular Reception cover including making telephone calls
12. Always ensure messages are prioritised and passed on appropriately.
13. To use Student Management Database system on a daily basis.
14. To prepare documents and materials as and when required for SLT, Curriculum and Business Support teams.
15. To support all stakeholders by dealing sensitively with their enquiries, offering help and guidance as appropriate.
16. To support the organisation of trips and visits within the Administration team.
17. To support staff during priority periods along with any administration that arises from rental hirers or regular lets through the online booking system.
18. Regular communicate with the First Aid Team regarding any welfare or medical concerns regarding students.
19. Arrange and co-ordinate with the support of the Vice Principal relevant training for first aid trained staff and ensure training records are kept up to date and monitored should further training be required. For example epilepsy or Epi pen training.

## Miscellaneous

1. Maintain confidentiality at all times in respect of school related matters and prevent disclosure of confidential, sensitive information in line with data protection legislation;

## Flexibility

1. This job description is not intended to be all-inclusive and we require the post-holder to be flexible and show initiative.
2. The post holder may be required to perform other related duties, within the pay grade, to meet the ongoing needs of the school.



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This post is subject to an enhanced DBS disclosure and the post holder must be committed to safeguarding the welfare of children.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

September 2022

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## Student Services Administrator – Person Specification

The candidate will possess all or most of the following attributes:

E = Essential D = Desirable

Assessed by:

I = Interview A = Application R = Reference

Qualifications	Criteria	Selection
GCSE Grade C (or equivalent) in Math's and English	E	A/I
Competent IT skills (Microsoft Office)	E	A/I
First Aid Qualification	E	A
Experience		
Previous experience of working in an office administration role	D	A/I
Previous Student Services and or Welfare/first aid experience	E	A/I
Experience of working in a role that requires flexibility and self-management	D	A/I
Experience of working in a customer service environment	E	A/I
Experience of using own initiative and working to tight deadlines	E	A/I
Professional Development		
Evidence of commitment to own professional development	D	A/I
Professional Knowledge and Understanding		
Knowledge of Child Protection	E	A/I
Knowledge of the primary area of responsibility relevant to the specific Office Assistant role	D	A/I
An understanding of school information management systems	D	A/I
Practical and Intellectual Skills		
Ability to assimilate knowledge across a wide range of subject matters	E	A/I
The ability to prioritise personal workload, ensuring targets are met and timescales adhered too.	E	A/I
Excellent written and spoken communication skills with the ability to communicate at all levels within the Academy and service users/external bodies both orally and in writing	E	A/I
Excellent customer service skills with the determination to achieve and maintain high standards of customer service	E	A/I
Good IT skills	E	A/I
Good mathematical skills	E	A/I
Personal Qualities		
To fully subscribe to the Academy's pivotal principle of 'kaizen' the process of continuously striving for improvement so as to better the life chances of every single young person in our car.	E	A/I
Well organised and methodical	E	A/I
Able to learn quickly	E	A/I
Confident	E	A/I
Flexible	E	A/I
Accurate with attention to detail	E	A/I
Able to work under pressure	E	A/I
Committed to service quality and continuous improvement	E	A/I



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