



Job Description

Post: Cluster Administrator

Responsible to: Cluster Business Manager

Role Purpose

- To provide a high level of administrative support for two schools within the East London Cluster to improve efficiencies, processes and procedures.
- To actively monitor procedures relating to admissions, managing induction procedures for new starters (pupils) and securing the transfer of both manual and computerised records for new pupils and leavers.
- To oversee and monitor attendance and punctuality processes and procedures.
- To improve school club services, find new providers and liaise with existing ones ahead of the new term.
- To oversee and implement the operation on Arbor for clubs & trips.
- To provide active support with the school's census return.
- To ensure meal debt management is in place and is effective reporting any concerns to the CBM.
- To provide Line Management to the School Administrators undertaking a monthly checklist and reporting to the CBM monthly.
- To implement procedures and processes as advised by Line Manager.
- To support the schools in times of staff absences by covering the Administrators absence period and attending to day-to-day office procedures with professionalism.
- Embed an outstanding customer service & office environment culture across the schools.

Administration

- To ensure that the office is a welcoming venue for all parents, visitors and others who come to the school.
- To respond in a professional manner to all callers and visitors, following safeguarding procedures, arranging appointments, and providing hospitality as necessary, or as requested by staff.
- Responsibility for adding/removing/editing pupils on Arbor with all relevant information including entitlement to free school meals and including the transmission and downloading of CTF files.
- To assist the teachers with booking of venues and transport for trips and maintain associated records.
- Liaise with outside agencies, pass on messages, and update the school diary.
- Responsibility for ordering and stock control of general office and school supplies ensuring best value for money. Posting purchase orders on the Focal Point system.
- Support the completion of the termly DfE school census / LA / UL returns.
- Management of door access fobs.
- Manage school uniform with external providers.
- To work closely with and support as required the school administrators.
- Any other duties as reasonably requested by the Cluster Business Manager.
- Update the school websites as and when required.



Admissions

- To support on all admissions procedures.
- To maintain accurate and up to date records of all pupils on roll/waiting lists for places at the school.
- To liaise with the Local Authority and manage the system for registration of new pupils with the necessary paperwork.
- To keep the Head teacher always informed regarding all admissions matters including status of enrolments and all changes to pupil numbers during the year.

Attendance management

- To support school-based attendance.
- To hold parent meetings in line with policy.
- Ongoing rigorous monitoring of attendance and punctuality for all pupils.
- Ensure that registers are completed daily.
- Liaise with the Senior Leadership team, SENCO, and other relevant staff regarding students who are of concern.
- Send out letters of concern to individual families regarding attendance in line with the policy.
- Persistent absentee management, working to maintain a lower than national average percentage.
- Raise attendance issues with parents; meeting parents in order to support them to improve attendance and monitor the impact of actions.
- Record parent/carer absence calls and ensure that the reason and any other pertinent information is documented. File absence letters/medical letters in pupil files.
- Email, instant message or telephone phone call to parents on first day of absence.
- Ensure the effective safeguarding of pupils by tracking recurrent absences to highlight trends and patterns and inform SLT.

Welfare

Lead First Aid

- Embedding a robust procedure for the reporting of first aid.
- Embedding a robust medical procedure and school culture for children who have allergies or require health related concerns.
- Assist with pupil first aid/welfare duties, looking after sick pupils, liaising with parents/ staff etc and following UL procedures of reporting.
- Undertakes first aid reporting to be provided for termly Health and Safety meetings.
- Embeds a system to monitor stock levels to ensure timely replenishment of stock levels.

Culture

- Support the school's values and ethos by contributing to the development and implementation of policies practices and procedures including telephone protocols.
- Help create a strong school community, characterised by consistent, orderly behaviour and caring, respectful relationships.
- Maintain confidentiality and a professional relationship with the parents in all matters.
- Help develop a school culture and ethos that is utterly committed to achievement.
- To be active in issues of student welfare and support.



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- Support and work in collaboration with colleagues providing support as required.

This document is considered to provide an outline of the areas that this role involves. This document does not preclude the post holder developing systems and structures not specifically mentioned but related to his/her broad areas of responsibility. The roles outlined above are indicative and do not preclude anything else which may be reasonably requested commensurate with the post held and duties undertaken.



Person Specification

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	ESSENTIAL	DESIRABLE
QUALIFICATIONS/ EDUCATION	<ul style="list-style-type: none">• Good numeracy/literacy skills• First Aid qualification	<ul style="list-style-type: none">• GCSE/A levels (or equiv) Maths and English•
EXPERIENCE	<ul style="list-style-type: none">• Sound experience of the full range of administrative tasks• General knowledge of office procedures• Experience with school safeguarding procedures.• Dealing with Children	<ul style="list-style-type: none">• Experience of working in Reception / use of switchboard• SIMS/Arbour experience• Experience of working within a school
KNOWLEDGE	<ul style="list-style-type: none">• Familiarity with Safeguarding Policy• Some experience dealing with Attendance and Admissions in a school setting	
SKILLS	<ul style="list-style-type: none">• Competent in the use of a wide range of ICT packages including Microsoft office: Word; Excel; PowerPoint• Ability to communicate effectively, verbally and in writing, with members of the public, colleagues, pupils and official visitors• Ability to prioritise own workload and identify problems that may require actions by others• Work constructively and flexibly as part of a team, understanding school roles and responsibilities.• Ability to establish, improve and develop systems	
QUALITIES	<ul style="list-style-type: none">• A highly professional approach to their work• Ability to maintain confidentiality and a professional relationship with the parents in all matters concerning the pupils and the school.• The ability to thrive in a 'no excuses' culture• Great energy, enthusiasm and hope• A real drive to make things happen• A passionate desire to make a difference• Good sense of humour	



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Job Description Agreed and Signed by employee:

Name: _____

Signature: _____

Date: _____