Aurora

Job Description

Job Title:	Administrator (general)
Reporting to:	School Business Manager / Senior Administrator, as appropriate
Location:	

Main Purpose

To provide efficient, professional and welcoming administrative support that enables the smooth day-to-day operation of the school. The Administrator plays a key role in supporting students, families, colleagues and visitors by ensuring that systems, records, communication and administrative processes are managed accurately, confidentially and in line with organisational and regulatory requirements. Working in line with The Aurora Way, the Administrator will contribute to a positive, safe and inclusive environment where students are supported to achieve their full potential.

Key Accountabilities

- Provide a professional, responsive and welcoming administrative and reception service to students, families, visitors, colleagues and external stakeholders.
- Ensure school records, databases and management information systems are maintained accurately, securely and in a timely manner.
- Support the effective administration of attendance, admissions, EHCP processes, reviews, meetings, examinations and other key school functions.
- Maintain confidentiality and ensure compliance with data protection, safeguarding and organisational requirements.
- Coordinate communication and correspondence to support the effective operation of the school.
- Support the administration of student health information, medication records and first aid processes in line with school procedures and relevant training.
- Contribute to compliance with statutory, regulatory and organisational requirements by maintaining accurate records and supporting audits and inspections.
- Build positive relationships with students, families, colleagues and external agencies, acting as a professional ambassador for the school.
- Support continuous improvement by identifying opportunities to improve administrative processes, systems and service delivery.

Key Duties

Administrative Operations and Organisation

- Provide high-quality administrative support to school leaders, teaching colleagues and support teams.
- Produce letters, reports, presentations, meeting documents and correspondence accurately and within required timescales.
- Manage diaries, appointments, meetings and room bookings where required.
- Coordinate incoming and outgoing post, email communication and general office administration.
- Maintain effective electronic and paper filing and document management systems.
- Support school events, meetings, training activities and visits.

Reception and Stakeholder Support

- Act as a first point of contact for visitors, parents, carers and external professionals.
- Provide a welcoming, professional and helpful reception service.
- Manage telephone enquiries, messages and visitor sign-in and sign-out procedures.
- Ensure reception and public-facing areas are safe, organised and presentable.
- Direct enquiries appropriately and support timely responses.

Data Management and Information Systems

- Maintain accurate and up-to-date records within the school's management information system and other business systems.
- Ensure information is recorded, updated and processed in line with organisational procedures and data protection requirements.
- Support reporting requirements through the collection, checking and collation of information.
- Assist colleagues in maintaining accurate student, staffing and operational records.
- Promote good practice in information management, security and confidentiality.

Student Administration and Compliance

- Support attendance, admissions, transitions, examinations, reviews and other student administration processes.
- Assist with the administration of Education, Health and Care Plan reviews and associated documentation.
- Prepare and organise documents required for inspections, audits and compliance activities.
- Maintain records and information required to meet statutory, regulatory and organisational requirements.
- Support communication with local authorities, commissioners and other agencies as required.

Medical Administration and Student Welfare

- Support the administration and recording of student medication and health information in accordance with school procedures and relevant training.
- Maintain accurate medication, first aid and health-related records.
- Assist in coordinating health and medication documentation for educational visits and other activities.
- Support compliance with medication management, first aid and healthcare procedures.
- Escalate concerns relating to student health, safety or wellbeing promptly and appropriately.

Safeguarding and Wellbeing

- Promote the welfare, safety and wellbeing of students at all times.
- Understand and follow safeguarding and child protection policies and procedures.
- Maintain confidentiality while ensuring safeguarding concerns are reported promptly through the appropriate channels.
- Follow visitor management and site security procedures consistently.
- Contribute to a safe, inclusive and respectful school environment.

Collaboration and Professional Practice

- Develop positive working relationships with students, families, colleagues and external professionals.
- Work collaboratively with school teams to support effective communication and service delivery.
- Demonstrate professional integrity, reliability, discretion and attention to detail in all aspects of the role.
- Participate actively in training, supervision, appraisal and continuing professional development.
- Contribute ideas and feedback that support the continuous improvement of administrative systems and processes.
    - Provide flexible support to colleagues and other school functions when reasonably required.

Knowledge, Skills and Experience

- GCSE English and Mathematics at Grade 4/C or above, or an equivalent qualification.
- Previous administrative experience, ideally within an education, care or customer-focused environment.
- Excellent written and verbal communication skills.
- Strong organisational skills, with the ability to manage competing priorities and meet deadlines.
- Competence in Microsoft Office applications, including Word, Excel, Outlook and PowerPoint.
- Experience of using databases, management information systems or other digital record-keeping systems.
- Understanding of confidentiality, data protection and information security requirements.
- Awareness of safeguarding responsibilities and the importance of maintaining professional boundaries.
- Ability to build positive and professional relationships with a wide range of stakeholders.
- Strong attention to detail and a consistent commitment to accuracy.
- Ability to work independently and collaboratively as part of a team.
- A calm, flexible, patient and solution-focused approach, including when responding to unexpected situations.
- Experience of supporting students with SEND and/or medical administration processes would be advantageous.
- First aid qualification and experience of medication administration would be desirable, although training will be provided where required.

- Commitment to equality, diversity and inclusion and to promoting positive outcomes for all students.

Requirements of Role

- Eligibility to work in the UK and satisfactory completion of all required safer recruitment checks, including an Enhanced DBS with barred list information.
- Commitment to safeguarding and promoting the welfare of children and young adults.
- Ability to maintain confidentiality and handle sensitive information appropriately.
- Willingness to undertake training relevant to the role, including safeguarding, first aid and medication administration where required.
- Flexibility to support school events, meetings and activities as reasonably required.
- Willingness to work at other Aurora locations where this is reasonable and appropriate to the role.
- Commitment to ongoing professional development and reflective practice.
- Undertake any other duties that are reasonable and appropriate to the role, as directed by the line manager or senior leaders within The Aurora Group.

Aurora Values in this Role

Aurora Values	What this means in this role
Caring	Provide nurturing, respectful and responsive support so students, families, visitors and colleagues feel welcomed, safe and valued.
Ambitious	Support high standards of accuracy, organisation and service delivery so the school can operate effectively and students can achieve positive outcomes.
Collaborative	Work positively with school teams, families, local authorities and external partners to coordinate communication, records and administrative processes.
Trusted	Handle information confidentially, follow safeguarding and data protection procedures, and act as a reliable first point of contact for the school.
Innovative	Identify opportunities to improve administrative systems, record keeping and communication processes so the school can work more efficiently.

Additional Information

As part of The Aurora Group everyone is expected to:

- Behave and act in a way which promotes and contributes to the overall aims, values and ethos of The Aurora Group.
- Participate in regular training, supervision, appraisal and development in line with Company policies and procedures.
- Participate in relevant current and new legislative and regulatory activities as required from time to time.
- Demonstrate commitment to equality, diversity and inclusion, ensuring equality of access and treatment in employment and service delivery.
- Promote and follow The Aurora Group Health and Safety Policy and Procedures, ensuring these are implemented effectively.
- Share The Aurora Group commitment to safeguarding and promoting the welfare of children and young adults by applying organisational policies and procedures and attending regular safeguarding training.

This job description provides a summary of the key responsibilities and expectations of the role. It is not intended to be exhaustive and may be reviewed and amended periodically to reflect organisational and operational requirements. Performance will be measured against the requirements of this job description and the individual objectives agreed through the appraisal and performance management process.