

JOB DESCRIPTION FOR OHS ADMINISTRATORS

PEOPLE MANAGER	Head of School
LOCATION	London

- This job description should be considered as guidance and is not exhaustive.
- It may be amended at any time following discussion between the people manager and colleague and may be reviewed as part of the performance review process.
- The post holder may be required to undertake other duties as reasonably required by their people manager or any member of the leadership team.
- All posts are subject to Enhanced DBS checks in addition to a range of other vetting checks as per the latest statutory safeguarding guidance.

OVERVIEW

- First and foremost, OHS administrators are responsible for the day-to-day administration of an Octavia House School; they are the first point of contact – and first impression – for visitors and families.
- The polite, efficient and timely answering of phonecalls, emails and welcoming of visitors is of exceptional importance, as is ensuring the safety and security of the reception area at the front of our therapeutic special school settings.
- The role includes, amongst many other things, the management of senior leaders' diaries, filtering communication, managing files, managing pupils' medication and inputting data.
- Additional responsibilities will vary, including – as examples – serving breakfast, breaktime snacks lunches at sites without on-site chefs, and/or fulfilling the role of examinations officer at some of our secondary sites with older pupils.
- It is imperative that our administrators are comfortable with, and interested in, working in an environment for pupils who have complex social, emotional and mental health needs.
- Overall, our administrators' predominant responsibilities relate to ensuring there is a consistently smooth, organised and seamless administrative operation of our schools.

EXEMPLAR RESPONSIBILITIES

- To be a professional, smartly dressed and efficient first point-of-contact for all those coming into contact with the relevant site's reception, whether in person, by phone or by email.
- To carry out various administrative duties and data-entry tasks as may be required to meet the schools' needs.
- To support, as relevant, with the start and end of day routines.
- To assist in the accurate recording of financial transactions and ensure that records are maintained and receipts relating to all expenditure are verified, correct and balanced.
- To be responsible for the reception of visitors and for the handling of telephone and email enquiries, dealing with queries as far as possible and referring them as necessary.
- To process letters, newsletters and progress packs to families, printing and ensuring distribution is in line with deadlines.
- To maintain filing and other information systems, ensuring confidentiality is maintained.
- To oversee and process all incoming and outgoing post/deliveries.
- To know and actively support and realise the schools' equality policy.
- To interact positively, professionally and patiently with our pupils, who have complex social, emotional, behavioural and mental health needs.
- To oversee the safe and secure management of pupil medication.
- To attend whole-school safeguarding training and to know and implement the schools' safeguarding and data protection policies.
- To ensure that all aspects of the work undertaken are kept confidential at all times.
- *Where relevant* in sites without on-site chefs, to facilitate the breakfast, break snacks and lunch service, including any required cleaning and tidying of areas and kitchen equipment.
- *Where relevant* in sites supporting KS4 pupils, to fulfil the role of examinations officer.
- *To comply with any reasonable request from leaders to undertake work of a similar level that is not specified in this job description.*

PERSON SPECIFICATION FOR OHS ADMINISTRATORS

SKILLS, TRAITS, KNOWLEDGE and UNDERSTANDING

- Attention to detail, including in terms of presentation, personal presentation, punctuality and supporting the maintenance of an attractive, clutter-free work environment.
- Extremely strong ability to manage stress, to keep calm and consistently present in a professional manner.
- Outstanding communication skills (with pupils, families & colleagues). Ability to respond with tact and diplomacy to pupils, colleagues and members of the public at all levels, both face to face and over the telephone.
- Strong ability to work constructively and collaboratively as part of a team.
- The ability to communicate and support pupils with challenging behaviour.
- Strong skills in English and mathematics.
- Ability to use ICT effectively.
- An understanding of the functions and duties of educational provision within an independent special school.
- Knowledge and understanding of the application of health & safety, child protection & safeguarding in a school setting.
- Ability to respond to enquiries, to deal with difficult situations, and to resolve conflict.
- An understanding of the need for confidentiality and the ability to provide a confidential administrative service.
- Ability to manage own workload, to work under pressure and to use own initiative in a constantly changing and demanding environment.
- A good understanding of equality issues as they affect pupils, their families, visitors and colleagues.
- Understanding of child development, learning and pupils with SEMH needs and SEND.

QUALIFICATIONS, TRAINING and EXPERIENCE

- Preferably a graduate with a good (2:1 +) degree.
- An absolute minimum of good passes in GCSEs in English and mathematics.
- Experience of providing confidential administrative support within a busy, stressful (ideally educational) environment.