

Role Title	Typically reports to
Admin Support SEND & Inclusion	Vice Principal
Band/Pay Scale	Date of profile
Band 3 (SCP 6-11)	March 2026
Purpose of the role (job statement)	
<p>To provide routine administrative support to the Vice Principal, SENCO, Inclusion Manager and Attendance Officer.</p> <p>To work alongside the Inclusion Team to support the collation of data to track inclusive practice</p> <p>To support the SENCO and Deputy SENCO with the management of identifying students with special educational needs and difficulties (SEND).</p>	
Responsibilities	
<p><b>Key Duties:</b></p> <ul style="list-style-type: none"> <li>● To undertake a range of administrative and IT tasks.</li> <li>● To take notes/minutes of meetings as required.</li> <li>● To maintain and update manual/computer records/returns and management information systems and to manage, input and extract data/information in order to produce relevant reports as requested.</li> <li>● To be competent and able to use Microsoft office, in particular excel to create spreadsheets</li> <li>● To support school events such as Open Evening, Transition and Celebration Events.</li> <li>● To support the Vice Principal, SENCO &amp; Inclusion Manager with administrative and clerical duties.</li> <li>● To liaise with external agencies, Local Authority, staff and parents/carers.</li> <li>● To assist the Attendance Officer in monitoring the attendance of students with long term illnesses</li> <li>● To assist with arranging phone calls and meetings with students and parents/carers to discuss attendance issues</li> <li>● To assist in building strong relationships with families to ensure students have the support in place to attend school</li> <li>● To assist with liaising with the local authority (Trafford Pupil Absence Team) and completing any necessary documentation, including Penalty Notices</li> <li>● To produce termly certificates for students with excellent / improved attendance</li> <li>● To mark registers accordingly for students who are offsite (reduced timetables and those attending Alternative Provision)</li> <li>● To record information on CPOMS – including incidents and follow up actions</li> <li>● To support Attendance Office and Head of House with using the attendance tracker and issuing of letters</li> <li>● To assist with communicating with staff regarding any missing registers and ensure they are completed</li> <li>● Prepare attendance data and reports under instruction of the Vice Principal</li> </ul>	

- Be familiar with the DfE guidance 'Working Together to Improve School Attendance' August 2024 and how it complements the school 'Attendance and Punctuality' policy

### Other

- Undertake general administration as required
- Cover work reprogrammings from unplanned absences
- Use Arbor to send digital documents and reports to parents
- Use Arbor to communicate with parents
- Undertake general administration (post, telephones, emails)
- Special requests from ALT

## **Person Specification**

### **ESSENTIAL**

- Good standard of general education
- The ability to work constructively as part of a team - working together and supporting each other and maintaining good interpersonal relationships
- Excellent communication skills
- Excellent keyboard skills
- The ability to apply policies and procedures especially in relation to safeguarding and attendance
- Highly organised and process driven but having the ability to be flexible when needed
- Ability to relate well to students, parents/carers and colleagues
- Sound knowledge of administration processes
- Ability to self-evaluate learning needs and actively seek learning opportunities

### **Personal Attributes**

- Calm and confident manner
- Approachable and non-defensive
- The ability to be calm under pressure and conflicting priorities
- Willingness to participate in professional development and attend training sessions
- Able to deal sensitively and empathetically with others, who may be emotional, angry, upset or unwell

### **Interpersonal & Communication Skills**

- Excellent communicator with the ability to be tactful, diplomatic and discrete
- Ability to act with confidentiality
- A sense of humour and amiability
- Impeccable telephone manner

### **Initiative and Mental Demands**

- Excellent self-managed organisational skills
- Able to prioritise effectively
- Ability to cope patiently with regular interruption
- Ability to use judgement to assess and resolve unanticipated problems independently, and when to refer more serious issues to Principal/Business Director or others for guidance
- Able to work under pressure
- Able to work flexibly to meet deadlines, which may be internal or external
- Ability to read, understand and absorb information quickly

**DESIRABLE**

- Previous customer relations/care/receptionist experience
- Experience of working within a school and/or with young people
- A qualification relevant to this position

**TRAINING**

- Training and support appropriate to this role will be offered/provided