



## JOB DESCRIPTION

Role Title	Department	Reports to
Administrator	Admin Hub	Administration, Information and Communications Manager

### **PURPOSE**

The post holder will provide an efficient and comprehensive administrative, receptionist and support service to various members of staff, visitors and students. The post holder will be expected to actively model and promote the values and ethos of the Academy in accordance with the Associate Staff Standards and to perform across a diverse range of activities. All members of the Administrative team are expected to contribute to all aspects. The following job description outlines the main responsibilities of the job and is not an exhaustive list of all relevant duties. The Trust reserves the right to alter this job description at any time.

### **DIMENSIONS**

Direct Reports	Budget Responsibility
None	None

### **PRINCIPAL ACCOUNTABILITIES**

- To provide an efficient and comprehensive administrative, receptionist and support service to various members of staff, visitors and students including but not limited to the following;

#### **General Administration**

- Perform administrative tasks as directed, to include typing Academy correspondence, reports, information and worksheets, photocopying, stationery requests and filing as directed.
- Administration of Academy events, including the annual organisation of student photos and support for exams
- Use the SIMS computer-based administration system to input and process data and edit information as required.
- Use parent communication software to send messages to parents and carers, collate information and collect payments.
- Provide support to teaching staff members in relation to large reprographic/photocopying requirements.
- Liaise with staff, students and parents as required.
- Finance administration and order processing

#### **Receptionist Duties**

- Operate the controlled entry system in order to ensure the security of the Academy.
- Welcome all visitors to the Academy and deal with initial enquiries.

- Answer telephone calls and administer the Academy's voicemail, communicating telephone messages to staff accordingly.
- Maintain adequate files and back-up systems as required.
- Administer the central admin mailbox, ensuring messages are responded to promptly, and passed to the appropriate members of staff
- Administer incoming and outgoing mail
- Demonstrate knowledge, understanding and positively promote equality of opportunity.
- Support a positive culture throughout the organisation and adopt behaviours that exemplify the Trust's culture.
- Encourage the development of productive and collaborative working relationships across the Trust.
- The post holder will be required to undertake other duties and any reasonable instructions given by the line manager or the Trust.

## PERSON SPECIFICATION

Qualifications/Education Training	<ul style="list-style-type: none"> <li>• Grade C and above in GCSE Mathematics and English (or equivalent) (Essential)</li> <li>• NVQ Level 3 in Business Administration or equivalent (Desirable)</li> <li>• First Aid Certificate (Desirable)</li> </ul>
Knowledge/Experience	<ul style="list-style-type: none"> <li>• Previous experience in an administrative or receptionist role (Essential)</li> <li>• Previous administrative experience (Essential)</li> <li>• Extensive knowledge and experience of Microsoft packages including Word and Excel (Essential)</li> <li>• Previous experience of working in an Academy or the desire to work with young people (Desirable)</li> <li>• Experience of Parentmail or equivalent system (Desirable)</li> <li>• Experience of SIMS in Academy environment (Desirable)</li> <li>• Understanding of Data Protection Legislation (Desirable)</li> <li>• Experience of Database systems (Desirable)</li> <li>• Financial processing experience (Desirable)</li> </ul>
Technical/Business Skills/Ability	<ul style="list-style-type: none"> <li>• Excellent administration and organisational skills (Essential)</li> <li>• Able to establish priorities and work to tight deadlines (Essential)</li> <li>• High levels of accuracy and attention to detail (Essential)</li> <li>• The ability to draft complex correspondence and, the ability to converse with a diverse range of people at all levels (Essential)</li> </ul>
Particular aptitude/Personal skills required	<ul style="list-style-type: none"> <li>• Professional communicator at all levels, capable of multitasking and delivering to strict deadlines (Essential)</li> </ul>

	<ul style="list-style-type: none"> <li>• The ability to be flexible and handle varied levels of pressure with consistent ability to meet deadlines (Essential)</li> <li>• Excellent interpersonal and communication skills (Essential)</li> <li>• Flexible and pro-active to meet the needs of the Academy, particularly during busy periods which include May, June, July and September. (Essential)</li> <li>• A keen, positive and enthusiastic team player who is approachable and amicable (Essential)</li> <li>• Excellent initiative, enthusiasm and commitment (Essential)</li> <li>• Works with minimal supervision, making decisions when necessary and appropriate, escalating to manager when necessary and updates manager on a regular basis.(Essential)</li> </ul>
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### **Associate Staff Standards**

We as Trust colleagues, make upholding the reputation and standards of the Trust and the School our first concern, and are accountable for achieving the highest possible standards in our work and conduct. Our Job Descriptions define the behaviour and attitudes required. We act with honesty and integrity; have strong subject knowledge, keep our knowledge and skills up to date and are self-critical; forge positive professional relationships and work with parents/carers, visitors and outside agencies in the best interests of students.

### **Personal and Professional Conduct**

A colleague is expected to demonstrate consistently high standards of personal and professional conduct. The following statements define the behaviour and attitudes which set the required standard for conduct for all Trust employees;

We uphold public trust and maintain high standards of ethics and behaviour, within and outside School, by:

- Treating students, colleagues, visitors and parents/carers with dignity, building relationships rooted in mutual respect and at all times observing proper boundaries appropriate to our position;
- Having regard for the need to safeguard students' well-being, in accordance with statutory provisions;
- Showing tolerance of and respect for the rights of others;
- Not undermining fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of those with different faiths and beliefs;
- Ensuring that personal beliefs are not expressed in ways which exploit students' vulnerability or might lead them to break the law;
- Maintaining high standards of confidentiality and acting with integrity at all times.

I hereby confirm that I have received a copy of the above job description

PRINT: ..... SIGNED: .....