JOB DESCRIPTION

ADMINISTRATOR

Job Title	Administrator
Responsible to	Administration Manager
Key Internal Contacts	Other staff within the Administration team Staff in other departments within the school Staff in other Services in the Region Regional Office Staff
Key External Contacts	Service User relatives, advocates and others Placing Authorities and Service Providers Registration, Regulatory and Inspection bodies Local Services – Statutory, Voluntary and Community Neighbours

JOB PURPOSE

To provide a high quality comprehensive and confidential administrative support to the school as part of the Administration Team

KEY TASK AREAS AND RESPONSIBILITIES: Specific responsibility areas are determined and allocated as local operational requirements and team structure dictate. Please note that some areas are site specific.

GENERAL

- To provide an effective, timely and confidential administration support to staff and managers as required
- To ensure that relevant records and documents are kept up to date and are stored securely and confidentially at all times
- To respond timely and with flexibility to urgent or last minute staff/school requirements as a service providing function of the school
- To support other members of the Administration Team with work that requires extra members of staff to complete the tasks
- Ensure awareness that the school operates to agreed budgets and contribute to keeping within these budgets as instructed
- Exercise vigilance in respect of Health and Safety and promptly report all hazards and/or remedy them where appropriate. Undertake all duties in a manner calculated to minimise or avoid unnecessary risks, personally or to others
- Operate at all times in accordance with Company policies and procedures, with particular reference to Safeguarding, Adult/Child Protection, Complaints and Representations and Behaviour Policies
- Participate in training and take responsibility for personal development
- Participate in team meetings, supervisions and annual reviews in accordance with Company policy and the standards set by the Regulatory Body
- Work to promote the school as a valued, professional asset within its community and also to promote a culture that individuals and staff conduct themselves at all times in a manner that reinforces this image
- Ensure that all actions taken are in the interests of the Service Users and the Company

- To work to and exhibit the values of the Company and maintain standards of behaviour in accordance with Company policies, procedures and practices
- To carry out any other reasonable and relevant duties as required

RECEPTION

- To handle incoming calls to the school, taking detailed and accurate messages and relaying them promptly to the appropriate person
- To welcome visitors in a professional and courteous manner and promptly ensure that the appropriate person is informed of their arrival, arranging refreshments as required
- To ensure that identification is seen and verified for all visitors to the site
- To maintain meeting room diaries and ensure that any facilities required for meetings are provided e.g. refreshments, flip chart, projector, screen
- To ensure that all post deliveries are forwarded to appropriate staff and that outgoing post is accurately weighed and stamped in readiness for posting at the end of the day
- To maintain the reception / office area so that it presents a tidy professional image of the service
- To take receipt of deliveries and distribute accordingly
- To manage and maintain the electronic door fob system

REFERRALS, ASSESSEMENTS, ADMISSIONS AND REVIEWS

- Receives requests for information for potential referrals and ensures relevant information is sent out promptly
- To represent the school in weekly referral conference calls
- Arranges visits, interviews and assessments to the highest standards of courtesy and efficiency
- Ensures that all relevant paperwork is received, completed, presented and filed appropriately for each referral
- Co-ordinates arrangements for admissions and reviews, ensuring that all deadlines in the company policy are complied with, reports prepared and distributed in good time and records of action prepared and distributed
- Co-ordinate the admission procedures, arranges visits, interviews and assessments and any on-going contact with families and carers including arrangements for visits
- Compiles and presents information that demonstrates outcomes achieved by young people, using agreed software tools
- To ensure that all administrative follow up action arising from the Inspection report is carried out
- Recording logging and filing of the paper work relating to Reg 33 and 34
- Sets up a personal file for each young person in accordance with company policy requirements, ensuring the file and other information related to the young person remains up to date
- Makes arrangements for any young people travelling home
- Ensures Records of Achievement for all young people are prepared and updated at regular intervals.

- Maintains a database of special events for young people – e.g. to mark birthdays, etc. and liaises with staff regarding the organisation of special events
- Maintains a current database / diary system of all children / young people, parents / guardians, LEA's, social services etc
- Assist with marketing campaigns including coordination of invites and room preparation

ANNUAL REVIEW ADMINISTRATION

- Schedule dates and times for annual review meetings (ARM) for learners within each academic year, in accordance with legal requirements and taking into account school calendar and management diaries
- Invite learners' parents/carers, Local Authority (LA) and all other stakeholders to ARM, and reschedule where necessary
- Communicate the intention of holding the ARM to staff with the explicit mention of what the requirements from them are
- Manage completion of documentation by staff for ARM, including setting deadlines, proof reading and amending documents where necessary
- Retrieve and analyse information using SIMS system and information in learner file to complete information necessary for ARM
- Produce pre-annual review document
- Complete annual review report following meeting with action points and amendments
- Distribute annual review paperwork to parents/carers, LA stakeholders, staff and any other persons that have action points following review
- File a copy of annual reviews as a PDF in learner's folders and hardcopy in learner folder
- Prioritise workload to ensure completion to specific deadlines
- Support management team with responding to emails, letters and telephone enquiries in relation to annual reviews
- Liaise with parents/carers, LAs and other stakeholders as necessary
- Maintain the school calendar and communicate to staff deadlines and ARM dates.

CLINICAL TEAM

- To set up confidential files for new Service Users ensuring that Data Protection is adhered to
- To ensure that all files are maintained timely, accurately and to a high standard
- To ensure that Service Users file are correctly archived when they are discharged
- To maintain the clinical database ensuring that it is accurate and up to date at all times
- To produce accurate documents for the clinical team including correspondence, booklets and other documents
- To maintain the clinical room booking diaries ensuring responses/confirmation of the booking are sent in an appropriate and timely manner

- To accurately maintain the diary and bookings for LAC/CC and to ensure that all invitations are sent electronically and in a timely manner

- To take accurate and comprehensive minutes of clinical team meetings and case conferences ensuring the notes are distributed to the relevant people in a timely manner

EXAMINATIONS

- To take responsibility for the administration, organisation and effective running of the Centres examination system

GCEs, GCSEs, ELC Qualifications

- To notify exams bodies at the appropriate time of year of intent and estimated entries and complete student entries onto exams bodies websites

- Work with the education staff to supply the exams bodies with exam entries information

- Supply education staff with key dates and deadlines in the academic year ahead and ensure that the deadlines are adhered to

- Action or direct all correspondence from examination bodies

- Ensure that all coursework is sent to moderators

- Update invigilator training presentation annually to ensure that it complies with updated regulations and deliver training to the education staff on an annual basis

- Updating invigilators' check lists annually

- Reviewing the Exams Policy, Internal Appeals Procedure & Evacuation Procedure During Exams in accordance with yearly updated regulations and up date and present them to the Headteacher

- Take responsibility for the exam timetable including creating, notifying parties and booking rooms. Ensure that exam papers are received, kept secure and supplied to invigilators in a timely manner

- Ensure that exam rooms are prepared in line with regulations requirements

- Ensure that AQA, Edexcel & OCR procedures are in place and reviewed regularly

- Accompany the exam inspector and action any requirements

- Preparing documents for results day, collect results and contact students/parents/carers to arrange receipt of results and distribute

- Provide the Headteacher with exam results statistics

BTEC Qualifications

- Registering candidates, sending coursework to moderators, submitting claims for certificates, reading & understanding new procedures & regulations

PERSONNEL

- Set up and maintain a personal file for each staff member and to ensure that all relevant paperwork is added

- Conducts administration of the recruitment process in accordance with standards set by the Regulatory Body and Company policies and procedures
- Support and advise managers on the recruitment process ensuring that all recruitment is fair and follows Company policy
- To ensure that all offer letters, contracts and variations are accurate and timely
- To ensures that DBS applications are accurate and processed in a timely manner
- Record and monitor staff attendance and send monthly reports to regional office HR Team
- To work with the training department to ensure that induction training is completed, recorded and evidenced on each new staff members file
- To give first line advise to staff and managers on published Company policies and procedures
- To relay People Management advise to managers with assistance from the regional office HR Team
- To up date and maintain a HR case work data base/log and supply a monthly report to the regional HR Team
- Monitor and record annual leave as required
- To assist staff and managers in locating and applying Company policies and procedures including the timely application of processes as dictated by employment law
- Ensures that all records regarding staff supervision and appraisals are updated and filed appropriately
- Assist with staff rotas as required

FACILITIES

- Receives all maintenance requests and works with the Head Teacher and Facilities Team to ensure completion
- Maintains comprehensive details in respect of all company vehicles, ensuring all necessary certificates and servicing is conducted in good time. Maintains records of all staff's driving status regarding company vehicles as required
- Ensures that records relating to all equipment, including warranties, service agreements, inventories, asset registers etc are maintained and updated as necessary.

FINANCIAL

- Ensures that all expense requests are completed and approved in accordance with Company policy
- Ensure that all records are kept accurate and up to date for all financial transactions
- Coordinate and assist with purchase invoices and send to the Regional Office finance department
- Maintenance of petty cash and associated register ensuring that weekly and monthly returns are accurate and balance
- Take responsibility for company credit cards and returns as required
- Purchase items, ensuring cost efficiency, in line with budgets and Company policies and procedures

- Prepare finance reports in support of the relevant manager
- Distribute money to staff and ensure that all financial transactions are recorded and administered in accordance with Company policies and procedures

PERSON SPECIFICATION

ADMINISTRATOR

	Essential	Desirable
Experience		
Relevant experience within an administration role	✓	
Experience of working with young people/young adults with autistic spectrum disorders and/or challenging behaviour		✓
Experience of working within an education/residential setting		✓
Skills, Knowledge and Aptitudes		
Good knowledge of administration practices and applications	✓	
Good knowledge of specialist area	✓	
Ability to work independently and as part of a team	✓	
Effective communication skills, verbal and written	✓	
Good IT skills	✓	
Good organisational and time management skills	✓	
Ability to draft correspondence including letters and memos for internal and external recipients	✓	
Ability to deal with complex and highly sensitive information	✓	
Qualifications and Training		
Willingness to work towards other relevant qualifications as required	✓	
Undertake relevant group induction training on commencement	✓	
Other		
Commitment to the values of the organisation	✓	
Driving licence		✓