School Administration Officer Job Description

1. JOB TITLE	School Administration Officer
2. GRADE	3/4
3. SUPERVISED BY	School Business Manager
4. SUPERVISION EXERCISED	Directly: Nil Indirectly: Nil
5. CONTACTS	Internal: Staff and students External: External agencies, students, parents, schools and colleges.

JOB PURPOSE

To provide effective and confidential comprehensive administrative support to the School Business Manager and Principal, in order to ensure the smooth and efficient running of the school. Under the daily direction of the School Business Manager to be responsible for the day-to-day organisation and administration of the school office and its procedures.

MAIN DUTIES AND RESPONSIBILITIES

In conjunction and in support to the School Business Manager

Secretarial and Administrative

RECEPTION/TELEPHONE

- Receive visitors, callers and inquiries, deal courteously and efficiently with all visitors, parents, local authority officials, medical officers, suppliers etc.

- To deal effectively with telephone calls, transferring callers to relevant staff and taking and passing on messages when required.
- Receive all incoming calls/emails to the school, responding to, routing/taking messages. Obtain or make outgoing calls as requested.
- To monitor entry systems for the main gate and reception area.
- Communicate and contact parents using Arbor and telephone.
- To work both as part of a team or unsupervised, prioritising own work and meeting deadlines.
- To prepare letters and carry out mailing of information using database/mail merge. To word process, provide proof reading and formatting of letters, reports and other documents for both internal and external circulation.
- To access and manage the Outlook appointment diaries of the Senior Leadership Team, arranging appointments and managing invitations to appointments.
- Responsible for the provisions and providing refreshments as appropriate to visitors.
- To support the organisation of school events.
- Keep School Office and Meeting Rooms tidy and presentable.
- To be aware and support the school's (OHCAT) commitment to equal opportunities. To ensure a commitment to equal opportunities in as aspects of practice.

Pupil Welfare

- To maintain accurate computerised databases (Arbor) creating and updating records.
- Access database to input, retrieve and interpret information on pupils and staff, including producing reports and statistics.
- To maintain a log of all correspondence sent out to pupils/parents/carers.
- To demonstrate a commitment to the safeguarding of children and vulnerable adults, undertaking mandatory training within the school with particular reference to safeguarding.
- Provide information and assistance on a wide variety of school matters to parents/carers, pupils, staff, OHCAT, LA and other schools.
- To promote Equality & Diversity in all contacts.
- To carry out all duties in accordance with OCHAT and school policies.
- First Aider
- Fire Marshall

Process Disclosure & Barring Service (DBS) checks

- To lead, manage and support with on and off rolling students ensuring accurate records are kept.

Extended Schools

- Manage the Extended Schools provision ensuring full wrap-around care is available to pupils as required.

- Liaise with all relevant agencies necessary for service delivery for extended services including the commissioning team from the Local Authority; completing application, programming, budgets, feedback sheets and quarterly returns.
- Be accountable for the Extended Schools budget in all aspects of its administration
- Organise the promotion and advertising of Extended Services.

Other tasks/responsibilities

- All staff are to undertake all such other reasonable tasks commensurate with the post dependent on skills and experience as require.
- Promote equality, diversity and inclusion.
- Promote the Academy ethos in which the highest achievements are expected from all members of the Academy community.

Team working and collaboration

- Work as a team member and identify opportunities for working with colleagues and sharing the development of effective practice with them.

Fulfil wider professional responsibilities

- Work collaboratively with others to develop effective professional relationships.
- Communicate and co-operate with relevant external bodies.
- Make a positive contribution to the wider life and ethos of the school.

Administration

- Participate in and carry out any administrative and organisational tasks within the remit of the role, providing data returns, as requested by the School Business Manager/Senior Leadership Team.
- Support the school in all ad hoc tasks
- Creating reports on Arbor
- Typing letters
- Updating the newsletter
- Managing keys and key log
- Updating the whole school calander

Professional development

- Regularly review the effectiveness of your role, refining your approaches where necessary responding to advice and feedback from colleagues.
- Be responsible for improving your skills, knowledge and experience associated with the role of Administration Officer, participating fully in training and professional

development opportunities identified by the school or as developed as an outcome of your appraisal

Other

- To have professional regard for the ethos, policies and practices of the school in which you work, and maintain high standards in your own attendance and punctuality
- Undertake training, update or review sessions as required
- Perform any reasonable duties as requested by the School Business Manager or Principal

Person Specification

School Administration Officer

This person specification will be used for the recruitment of School Administration Officer. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS & TRAINING (list)	**ESSENTIAL** ✓	**DESIRABLE** ✓	**TESTING METHOD**
GCSE Maths and English Customer Service	✓ ✓		Qualification certificates Interview
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS (describe)	**ESSENTIAL** ✓	**DESIRABLE** ✓	**TESTING METHOD**
None			
3. EXPERIENCE **(**describe)	**ESSENTIAL** ✓	**DESIRABLE** ✓	**TESTING METHOD**
Strong school administration experience or experience of working in a customer–facing environment, be smartly presented, with a professional attitude and manner;		✓	Application &Interview
Experience of working with young people with special needs and / or challenging behaviour		✓	Application &Interview
Experience of managing a full workload including complex, confidential and sensitive issues on own initiative and to tight deadlines	✓		Application &Interview
Previous administration and experience School Arbor database experience	✓		Application &Interview

4. KNOWLEDGE & SKILLS (list)	**ESSENTIAL** ✓	**DESIRABLE** ✓	**TESTING METHOD**
Excellent communication skills (oral and written)	✓		Application &Interview
Strong organisational and time management skills Ability to prioritise and multi tasks	✓		Application &Interview
Ability to support and encourage sometimes dysfunctional/reluctant parents and carers, encouraging them to engage with the Centre's staff.	✓		Application &Interview
Able to maintain accurate, legible and up to date records. Excellent attention to detail	✓		Application &Interview
Strong customer service skills	✓		Application &Interview
Proven IT Skills including MS applications and School SIMS database	✓		Application &Interview
5. COMPETENCES	**ESSENTIAL**	**DESIRABLE**	**TESTING METHOD**
"Can do" positive attitude and flexible Remains motivated, even when under pressure, to ensure that a high standard is maintained Reliable and punctual	✓ ✓ ✓		Application &Interview
Takes responsibility and delivers results Maintains focus when dealing with a variety of tasks or priorities,			Application &Interview

seeking early guidance and support when necessary, and responding to that guidance to ensure that daily tasks are completed. Having a positive attitude and be able to use initiative and solve problems	✓		