



THE HOLMEWOOD
SCHOOL

JOB DESCRIPTION: School Administrator

RESPONSIBLE TO: Office Manager

1. INTRODUCTION

The Holmewood School is a small independent day school for neurodivergent children and young people aged from 7 to 19 who have a primary diagnosis of Autism. In May of 2022 the school was judged Outstanding by Ofsted and we have achieved Advanced Autism Accreditation from the National Autistic Society (NAS).

The School Administrator works in the Administration Team who are responsible for the day to day administration of the School as well as the duties associated with their individual roles within this.

This description is not intended to be exhaustive and is a general outline of the typical duties and responsibilities expected to be carried out whilst accepting that these may vary.

You will need to self manage your workload balancing the needs of the office in general with your specific responsibilities.

2. MAIN DUTIES

- With the other School Administrators, be responsible for the day to day running of the school office (phones, visitors, parents, deliveries, mail etc.).
- To provide an efficient front of house experience so that visitors, staff and students feel welcome in the School.
- To deal with all matters relating to school administration.
- To complete registers daily, on time. To chase the reason that any students are not in school until known.
- To answer telephone calls and deal with matters arising.
- To deal with and distribute post and packages.
- To organise and deal with the administration around school events - invite parents, welcome on the day etc.
- To deal with matters arising from school transport - changes, delays etc.
- To be vigilant of issues that need resolving, to offer help and be proactive in dealing with issues arising on a daily basis. To practise solution-based problem solving.
- Use and manage the school's data management systems on a day to day basis
- Respond to routine enquiries in person, via email and telephone.
- Provide support in line with school evacuation procedures.
- Maintain the online school calendar and room booking system.
- Contribute to the development of administrative systems and procedures.
- Take minutes of meetings as requested.
- Organise end of term events for staff and pupils as required.

- Outside of term time, work on whole school projects with the other administrators, as advised by the Headteacher
- Continuously update their own knowledge and practice.
- Undertake other such duties that may from time to time be reasonably assigned by the Headteacher, Bursar or Cavendish Executive Team
- Work on Cavendish group wide initiatives as advised by the Headteacher and Cavendish Executive Team

In addition, you may be allocated duties within the following areas:

- Attendance reporting and liaison with families and local authorities
- Exams administration - providing administrative assistance during exams seasons
- Admissions administration - supporting our admissions team by dealing with enquiries from prospective parents by telephone or email
- SENDCo administration - administrative support for our SENDCos with the annual review process

3. PERSONAL ATTRIBUTES

- Approachable, professional, well mannered
- Ability to act calmly in difficult situations and respond calmly and professionally to challenging situations
- Organisation, time management and flexibility
- Ability to seek own solutions to problems and make decisions
- Ability to provide clear oral and written direction
- Ability to listen effectively and communicate with different people
- Compassionate and patient, particularly when working with families
- Self motivated and ability to work independently under own initiative
- Proactive, positive and enthusiastic
- Ability to work flexibility when required, including the occasional evening
- Flexibility to work on all THSL sites as required

4. EXPERIENCE, KNOWLEDGE and QUALIFICATIONS

- Experience of working in a similar service role with staff
- Confidence in handling a busy and pressurised workload
- Excellent communication and organisational skills
- First-class administrative skills
- Experience of managing multiple projects at the same time
- An ability to 'think on your feet' and problem solve
- IT proficient; experience of using a range of IT systems (use of Google suite is desirable)
- First Aid at Work qualification (desirable)

5. SAFEGUARDING

- To play an active role in promoting and safeguarding the welfare of all children and young people in the school or who may be coming into the school.
- To communicate effectively regarding all safeguarding matters that are evident.
- To ensure that confidential safeguarding files coming into or out of the school for admissions/leavers reasons are managed safely and effectively.

Whilst every effort has been taken to explain the duties and responsibilities of the post, certain individual tasks may not be identified.

Employees will be expected to comply with any reasonable request from a manager to undertake any task of a similar level that is not specified in the job description.

Employees are expected to follow the staff code of conduct and provide a welcoming environment where they are courteous to colleagues, visitors, telephone callers and those they communicate with online or through social media.