

CENTRAL ADMINISTRATION TEAM MANAGER

JOB DESCRIPTION

Reports to: Head of Alumni, Administration and Commercial Relations

ABOUT JOHN LYON

John Lyon is Northwest London's leading co-ed, all-through 2 to 18, independent school. We are forward-thinking and dynamic in our approach, all whilst staying true to our proud heritage, ethos and culture. Our eight School Values: Ambition, Community, Creativity, Enquiry, Excellence, Heritage, Innovation and Resolve guide us in all we do and are embedded into School life.

We serve families in Harrow-on-the-Hill, around Harrow and further afield by offering a world-class School experience for pupils from aged 2 in our Little Lyons Nursery to aged 18 sitting A-Levels in our bespoke Sixth Form centre. John Lyon is a happy, warm and progressive community.

We admit pupils at 2+, 4+ and 7+ in our Prep School and 11+, 13+ and 16+ in our Senior School.

At John Lyon, we believe that every pupil has unique talents and strengths. We pride ourselves on providing an enriching, supportive, and challenging environment for every pupil, while promoting a culture of academic excellence, personal responsibility and respect for others.

Academic work is just the beginning, and we firmly believe that the additional opportunities we provide through our extra-curricular, co-curricular and Excellence programmes are equally important, playing a vital role in equipping our pupils with the skills and experiences they will need to help them succeed in life at school and beyond. Pupils find that our vibrant and inclusive co-ed classrooms create a diverse learning community in which all can thrive.

We embrace technology and put it at the forefront of all that we do. As a 'Microsoft Showcase School', we are one of only 82 other schools and colleges in the UK to be recognised by Microsoft.

We are not your typical school. We are part of something much bigger. John Lyon School sits within John Lyon Foundation and alongside the Harrow Family of Schools, which includes Harrow School itself and Harrow International Schools.



AMBITION



EXCELLENCE



INNOVATION



RESOLVE



HERITAGE



COMMUNITY



CREATIVITY



ENQUIRY

THE DEPARTMENT

The Central Administration Team (CAT) at John Lyon School is the engine room of the School. The team manage and deliver a wide range of operational and administrative duties for the whole School community. Two teams share an office based at both the Prep and Senior Campus. The postholder will be based predominantly at the Senior Campus, on Middle Road and will also regularly spend time at the Prep School on Hindes Road.

The CAT team ensures that academic staff as well as staff from the Admissions, ICT & Data Management, Examinations, Finance, Wellbeing, Estates, pupils and parents are effectively supported throughout the School term. Team members work collaboratively answering general phone and email enquiries, respond to relevant day-to-day enquiries, regularly liaise with parents and pupils and ensure the School day runs smoothly and efficiently.

PRINCIPAL RESPONSIBILITIES

Administration

- Ensure an exceptionally high standard of administrative support is available and provided.
- Oversee the day-to-day CAT tasks and ensure sufficient cover is always available for the range of activities undertaken at both School sites.
- Plan, organise and deliver departmental development plans and work schedules to enable efficient and effective use of the CAT's time and resources.
- Process day to day correspondence in an efficient manner; drafting responses where appropriate and facilitating the use of the Parent Portal for communications being sent to parents; and ensuring that priorities are dealt with swiftly.
- Generate minutes for weekly staff briefing meetings and distribute in a timely manner.

- Liaise with local authorities on information regarding leavers and joiners.
- Co-ordinate with School archivist annual archiving of pupil record across both sites.
- Manage the pupil lost property and communicate with parents when required.
- Arrange annual individual student and whole School (only when required) photos, and ensure images are uploaded to iSAMs.
- Ensure all CAT members have knowledge of the Safeguarding and Missing Child Policy.
- Regularly review administrative workflows and identify opportunities for process improvement and increased efficiency.
- Maintain effective communication with internal and external stakeholders to ensure smooth information flow and service delivery.
- Ensure compliance with data protection regulations (e.g., GDPR) in all administrative processes and record-keeping.
- Develop and maintain contingency plans to ensure continuity of administrative services during staff absences or peak periods.

Systems and Procedures

- Review and introduce efficient systems and processes both in terms of resource and time, to ensure the smooth running and efficient running of the CAT team.
- Promote the use of digital tools and platforms to enhance administrative efficiency and support paper-light environment.
- Manage and maintain the Schools central administration systems across both campuses this includes:
 - iSAMs: Ensure that the administration of pupil registration, absence recording, parent contact and the filing of pupil records and upkeep is effectively always managed in line with statutory requirements. Always ensure pupil information is updated, and aligned so annual census reporting is efficiently exported
 - Parent Portal: Maintain and update all relevant information including policies and uploading of reports.
 - Evolve: Work with Education Visit Leads to develop and distribute communication to parents, overseeing payment reporting and ensure the information is compliant.
 - ParentPay: Maintain and promote the School's cashless operating system including the monitoring of School trips and collection payments.
 - Paper Cut: System used to monitor photocopying in School for each department and monitor wastage.
 - Census: Provide reports on pupil data for annual census review.
- Ensure all CAT team members have complete knowledge of the School systems and procedures.

Reception and Safeguarding

- Oversee the running of the main reception function at Prep and Senior School from the hours of 08:00 to 17:00.
- When required, provide a welcoming, professional, and clean environment for all visitors.
- Ensure all safeguarding procedures are followed, including management of the Live Register system for School visitors.
- Ensure the reception is fully staffed and the visitor safeguarding process is always followed.

- In an event when the School Fire Alarm is activated or any other emergency, co-ordinate and print visitor information from Live Register and student registers ensuring there is up to date record of all individuals on the School site (staff, pupils, contractors, suppliers, others) are accounted for.
- To work closely with members of the School Leadership Team (SLT) in an event of a fire drill.

Line Management and Staff Development

- Responsible for the line management, training, welfare and performance of the Business Administrators across both School sites that make up the CAT team.
- Conduct one-on-one line management meetings with direct reports.
- Undertake performance management appraisals for direct reports.
- Review team training needs and ensure that training and development opportunities are provided.

Other Responsibilities

- Liaise with local authorities on information regarding leavers and joiners.
- Co-ordinate annual with School archivist archiving of pupil record across both sites.
- Ensure that all Operation Department receive appropriate support at critical times in the School calendar, where required, such as Open Days, Sixth Form Open Evenings, School-in-Action visits, information events, as well as the standard registration, admissions and entrance examinations process.
- Provide support to individual SLT members, as required, including organising and supporting events and arranging and servicing meetings.
- Be aware that responsibilities may change based on the needs of the role and the School.
- Work flexibly, including outside of 08:00 to 17:00 hours, to support team and school events.
- Be adaptable in your approach and undertake other duties commensurate with the role, as needed, to achieve the objectives of John Lyon.

It should be noted that a job description is not an exhaustive list of activities, and employees may be asked to carry out other duties commensurate with the grade of the post. The job description may also be amended to take account of changed circumstances, and employees will be consulted if this is necessary.

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PERSON SPECIFICATION

In making an appointment at John Lyon we look for the person who, during the selection process, best demonstrates their skills and abilities as follows:

	ESSENTIAL	DESIRABLE
EDUCATION & KNOWLEDGE		
Educated to at least degree level or equivalent	X	
Comprehensive working knowledge of Office applications i.e. Adobe and Microsoft Office 365 including Outlook, Word, Excel, PowerPoint, MS Forms and Publisher	X	
Knowledge of systems, procedures and regulations within a school setting relating to the administration function e.g. iSAMs, Parent Portal	X	
SKILLS & EXPERIENCE		
Proven administrative experience including the management and operation of administration systems and procedures	X	
Evidence of providing an effective service and developing systems to optimise efficiencies across the service	X	
Strong relationship management and communication skills - enthusiastic, approachable	X	
Experience in a customer-focussed administration environment and with managing enquiries	X	
Experience of planning, prioritising and organising personal workload or resources and proactively working with others to achieve team objectives	X	
Experience of using initiative and creativity to resolve problems, identifying practical and suitable solutions	X	
Ability to deal confidently with sensitively and confidential information	X	
Proven attention to detail with the ability to maintain a high level of accuracy whilst remaining calm under pressure	X	
Experience of School Management Information Systems and/or business administration databases	X	
Ability to contribute to management initiatives		X

It is the post holder's responsibility to promote and safeguard the welfare of children and young persons for whom they are responsible, or with whom they come into contact, and to adhere to and ensure compliance with the School's Child Protection Policy Statement at all times. If, in the course of carrying out the duties of the post the post holder becomes aware of any actual or potential risks to the safety or welfare of pupils in the School they must report any concerns to the School's Designated Safeguarding Lead.