

**Caterham High School  
Pastoral Administrator  
Job Description**

**Grade:** LBR 4 (London Borough of Redbridge), scale point 7 to 10.

**Hours of Work:** 22 hours per week / 44.4 weeks per year term time only

**Date of Job Spec:** January 2024

**Responsible to:** PCC Administration Manager

**Purpose:**

To be part of **the Pastoral Support** administrative team supporting the smooth running of the school by working proactively to support students, parents and carers, and staff as directed.

Under the guidance of PCC Administration Manager be responsible for undertaking administrative, organisational processes for the Pastoral Support Team. Assist with the planning and development of Pastoral Support service systems, procedures, and policies.

**Duties and Responsibilities:** *examples of duties and responsibilities to be undertaken – this list is not exhaustive. Duties and responsibilities will be undertaken under the direction and management of the PCC Administration Manager*

- Liaising with a range of staff including the Pastoral Support Manager and Leader, SLT Leads for Behaviour and Safeguarding; Heads of Year, other members of the Pastoral Support Team and student services support staff including attendance officer/administrators; SENCo, EAL staff, HIP manager and other key inclusion personnel; Curriculum or Subject Leaders, and teaching and support staff; and parents and carers with guidance from the PCC Administration Manager
- To use a variety of ICT packages to record and store information in relation to students, parents, staff or visitors (for example, word, excel, databases, internet, SIMS, Go4schools)
- Analyse and evaluate data and information and produce reports, information and data as required
- Undertake typing and word-processing and complex IT based tasks
- Provide personal, administrative and organisational support to Pastoral Support Manager
- Complete and submit complex forms, returns etc, including those to outside agencies e.g., DfES, Local Authority and external agencies linked to student welfare and safeguarding
- Assist the PCC Administration Manager to manage supporting vulnerable students in need with regard day to day matters (e.g., uniform, payments for lunch etc)
- Provide advice and guidance to staff, pupils and others with regard to processes and protocols of the Pastoral Support Team
- Undertake a range of activities and duties to provide an efficient, timely and proactive service for students, parents and carers and all staff, working in all parts of the service team, as a team member, with flexibility and efficiency.
  - To participate in training and be a pro-active First Aider dealing with all students, staff and visitors
  - To support administration for school events and activities: for example, enrichment activities and parents' evenings
  - To receive incoming communications and carry out outgoing communications (for example, telephone calls and emails, post) and deal with these appropriately and in a timely manner.
  - To fulfil the responsibilities of this post responding flexibly, positively, and proactively to the school's ongoing and developing needs
  - Co-ordinate manual information systems
  - To perform other such duties of a similar nature as may be required.
  - Comply with and assist with the development of policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person

- Participate in training and other learning activities and performance development as required

**The following duties and expectations are common to administrative staff across the school.**

### **Other Specific Duties**

- To maintain confidentiality at all times
- To engage actively in the Performance Management Review process
- To carry out the duties in the most effective, efficient and economic manner available
- To co-operate with other colleagues to ensure a sharing and effective usage of resources to the benefit of the school, department and the students.
- To contribute to the promotion of the school, contributing to the overall ethos, work and aims of the school.
- To present a positive personal image and appreciate and support the role of other professionals.
- To attend relevant meetings as required
- To be courteous to colleagues and students and provide a welcoming environment to visitors and telephone callers.
- To carry out any other duties including before and after school, on and off site as directed by the SLT.
- To be trained as a Fire Marshal and carry out duties as required.

### **School Policies**

Ensure that all duties and responsibilities are carried out in accordance with Health & Safety at Work Policy. Be aware of and comply with policies and procedures relating to child protection, health, safety & security and confidentiality, reporting all concerns to an appropriate person. Contribute to the overall ethos, work and goals of the school.

### **Training and Development**

The school has a shared responsibility with the jobholder for identifying and satisfying training and development needs. The jobholder is expected to actively contribute to their own continuous professional development, and to attend and participate in any training or development activities required to assist them in undertaking their role and meeting their safeguarding and general obligations as directed by SLT.

### **Health and Safety**

The jobholder is required to exercise their duty of care by taking responsibility for their own health and safety, and the health and safety of other people who may be affected by their acts or omissions (failure to act). Full guidance regarding health and safety is set out in the Health and Safety Policy, and in any risk assessments relevant to the jobholder's role or circumstances.

### **Equality and Diversity**

Caterham High School is committed to equality and values diversity. As such it is committed to fulfilling its equality duty obligations and expects all staff and volunteers to share this commitment. The duty requires the school to have due regard to the need to eliminate unlawful discrimination, harassment and victimisation, advance equality of opportunity and foster good relations between people who share characteristics, such as age gender, race and faith, and people who do not share them. Staff and volunteers are required to treat all people with whom they come into contact with dignity and respect and are entitled to expect this in return.

### **Safeguarding**

The member of staff will be required to safeguard and promote the welfare of children and young people and follow school policies and the staff code of conduct. They will uphold, support and act upon the school Safeguarding Policies and practice ensuring they have an up-to-date knowledge of relevant safeguarding legislation and guidance in relation to working with and the protection of children and young people. Every member of staff is responsible for ensuring that the school child protection policy is adhered to and concerns are raised in accordance with this policy. They will attend Safeguarding meetings and events as appropriate and

work with the Safeguarding Lead to promote strong, secure systems and development of ethos across the school.

**Working ethos**

Caterham High School expects all staff to work effectively as part of a team or teams, delivering high quality education and support to staff and students. As a minimum this requires dealing with people politely and tactfully, communicating with colleagues and students both formally and informally (but professionally), offering guidance and information in accordance with school guidelines, policies and procedures when requested and contributing to the maintenance of the school environment. In order to do this, staff are expected to make themselves aware of the relevant policies and procedures. All staff are required to maintain confidentiality as required.

Please note that this is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks that a post holder will carry out. Employees will be expected to comply with any reasonable request from a manager or be required to do other duties appropriate to the level of the role, as directed by the Headteacher.

*This job description will be reviewed at regular intervals and is subject to change as the needs of the school evolve.*

*I have read, understood and accept the above job description.*

Last review date: January 2024    Next review date: January 2025

Headteacher's signature: \_\_\_\_\_ Date: \_\_\_\_\_

Postholder's signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Person Specification

<b>Experience</b>	<ul style="list-style-type: none"><li>• Experience of development, management and operation of administrative systems</li></ul>
<b>Qualifications/ Training</b>	<ul style="list-style-type: none"><li>• NVQ 2 or equivalent qualification or experience in relevant discipline</li><li>• Very good numeracy/literacy skills</li></ul>
<b>Knowledge/Skills</b>	<ul style="list-style-type: none"><li>• Effective use of ICT equipment/resources</li><li>• Full working knowledge of relevant policies/codes of practice and awareness of relevant legislation</li><li>• Very good ICT skills</li><li>• Ability to relate well to children and adults</li><li>• Work constructively as part of a team, understanding school roles and responsibilities and your own position within these</li><li>• Ability to self-evaluate learning needs and actively seek learning opportunities</li><li>• Able to communicate effectively in oral and written form with parents, carers, candidates, staff and external agencies</li></ul>
<b>Personal attributes</b>	<ul style="list-style-type: none"><li>• Ability to stay calm, especially with young people</li><li>• Ability to deal with sensitive issues in a confidential manner</li><li>• Empathy, flexibility, and resilience, with a well-developed sense of proportion and humour</li><li>• Enthusiasm, commitment and a desire to make a difference</li><li>• Belief in the responsibility of a school to include pupils with a diverse range of educational needs</li></ul>