



HABERDASHERS' ASKE'S KNIGHTS ACADEMY

Job Description

Post title	Senior Admin Officer
Academy	Haberdashers' Aske's Knights Academy
Grade	Grade 7 52 Weeks per annum 35 hours per week 25 days Annual Leave
Responsible to	Business Manager

Key responsibilities and objectives of the job

- As an individual and team member, 'adding value' to the staff, teachers, managers, departments that the service supports.
- Co-operation with and support for stakeholders and colleagues at all levels.
- Flexible approach to service delivery.
- Provision of assistance and support to Administrative Officers in order to enhance their development.
- Line manages a team of Administrative Officers to support the Federation by delegating and allocated workloads such as task and projects.
- Performance management of Administrative Officers to ensure that administrative outputs are to an optimum. To successfully identify and manage underperformance of direct reports.
- Develop and maintain accurate information within SIMS and other electronic/manual filing systems
- Develop a customer services culture within the team, that exceeds customer/stakeholder expectations
- Ensure that confidentiality within the team is maintained and that direct reports understand the scope of data protection legislation in the workplace.
- Establish practices to ensure quality control of minutes, reports, letter and other documentation

- Other reasonable duties as required by your line manager
- This job description is subject to reasonable review

General responsibilities and objectives

- To keep up to date with all the policies and procedures of the Federation as they impact on this post or as they impact on all employment matters.
- To respect and actively promote equality of opportunity in line with the policy of the Federation.
- To respect support and actively promote the vision & ethos of the Federation. To act as a positive representative of and ambassador for the Federation in its contacts with outside bodies and organisations.
- To cover for absent colleagues as requested by the line manager within the areas of the posts remit and if required
- To undertake any other duties as required within the grading and remit of the post and to actively assist to cover staff sickness or other absences as required by the line manager.

Please note

This job description reflects the core activities of the role and as the Federation and the post-holder develop there will inevitably be changes in the emphasis of duties. It is expected that the post-holder recognise this and adopt a flexible approach to work and be willing to participate in training.

If changes to the job become significant, the job description should be reviewed formally by the post-holder and line manager.

Person specification

Criteria	Essential	Desirable
Education/Training		
NVQ Level 2 or preferably Level 3 or equivalent qualification	X	
Further Education qualification in administration.		X
Commitment to continuing professional development	X	
Knowledge/skills		
Advanced - Expert user of the Microsoft Office suite.	X	
Experience of using SIMs		X
Skilled in the presentation of documents for professional audiences	X	
Time management and prioritisation skills.	X	
A skilled organiser who enjoys being considered well organised with strong attention to detail and a commitment to high quality accurate work.	X	
In the use of good clear plain English in a business/office setting.	X	
Strong delegation skills – able to distinguish urgent and important matters in day to day office-work settings.	X	
Dealing carefully and professionally with colleagues at a senior level	X	
Ability to manage resources and resolve administrative problems	X	
Ability to devise, apply and introduce new administrative systems	X	
Measure performance outputs of direct reports; and deal effectively with underperformance.	X	
Ability to build and maintain effective collaborative relationships.	X	
Ability to assist other colleagues and understand working methods, systems and the sense of satisfaction from helping others at work.	X	
Experience		
Line management of a group of Administrators		X
Experience of performance management of direct reports		
Experience in training staff		X
Experience of working in a busy site office where keeping cool under pressure of work is the norm.	X	
Use of IT systems as an integral part of previous roles	X	
Experience of working to strict deadlines, self-prioritisation and delegation of workload peaks and troughs.	X	
Experience of working in office administration in an education setting – preferably in large school environment.		X
Experience of dealing with families/parents or other service users with a firm and empathetic manner.		X
Personal characteristics/other requirements		
Able to remain calm in difficult situations	X	
Able to work independently and prioritise tasks	X	
Able to work as part of a larger team	X	