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**Job Description**

**Job Title:** Administrative Officer

**Hours of work:** 35hrs per week, 40 weeks per year

**Reports to:** Principal

**Purpose of the Role:**

To provide a professional and comprehensive reception service and administrative support to the Academy.

To promote and adhere to the Trust’s values to be unusually brave, discover what’s possible, push the limits and be big hearted.

**Responsibilities:**

Daily Administration

* Help to maintain customer relations at a level which enhances the reputation of the academy and AET
* Receive and welcome visitors and advise staff on arrival
* Assist as necessary to maximise visitors comfort whilst they are in the reception area
* To answer all incoming calls and handle caller’s enquiries promptly, taking messages as required
* Receive delivery of incoming mail and goods and redistributed as necessary
* Responsibility for school emails and the management of the school calendar
* Operate the Academy Management System recording attendance and lunches, auditing, updating and reporting as required
* Co-ordinate admission and exits of new children and staff.
* Write, send and post communications as required
* Arrange bookings of events, supply staff and lettings as necessary
* Provide secretarial and administrative support to the Principal
* Take minutes for meetings when required
* Upload communications to the website and Governors’ documents to the Governors’ portal
* Maintain and update the school website, twitter and GroupCall
* Coordinate and manage the after school clubs

Safeguarding

* Ensure that all safeguarding procedures and processes are followed by all visitors

General Duties

* Attend relevant training and meetings as required
* Respect confidentiality at all times
* Participate in the performance and development review process, taking personal responsibility for identification of learning, development and training opportunities in discussion with line manager
* Understand and apply academy policies and procedures
* Contribute to the overall ethos/work/aims of the academy
* Comply with individual responsibilities, in accordance with the role, for health & safety in the workplace
* Ensure that all duties and services provided are in accordance with the academy’s Equal Opportunities Policy

The post-holder is also required to undertake such other duties and training as may be required by or on behalf of Academies Enterprise Trust provided that they are consistent with the nature of the post.

This job description is a guide to the duties the post holder will be expected to undertake. It is not intended to be exhaustive or exclusive and will be subject to change as working requirements dictate and to meet the organisational requirements of Academies Enterprise Trust.

**Employee value proposition:**

We passionately believe that every child can discover their own remarkable life. It’s what motivates us around here. We know this vision requires something extra. Which is why at AET, you’ll find more. More opportunities, so you can forge your own path. More care and support, so you can prioritise what matters most. More purpose, for you and for the children we’re inspiring. Come inspire their remarkable with us.

**Our values:**

The post holder will be expected to operate in line with our values which are:

* Be unusually brave
* Discover what’s possible
* Push the limits
* Be big hearted

**Other clauses:**

1. The above responsibilities are subject to the general duties and responsibilities contained in the statement of Conditions of Employment
2. This job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed.
3. The job description is not necessarily a comprehensive definition of the post.  It will be reviewed at least once a year and it may be subject to modification or amendment at any time after consultation with the holder of the post.
4. This job description may be varied to meet the changing demands of the Academies Enterprise Trust at the reasonable discretion of the Principal.
5. This job description does not form part of the contract of employment.  It describes the way the post holder is expected and required to perform and complete the particular duties as set out in the foregoing.
6. Postholder may deal with sensitive material and should maintain confidentiality in all Academy related matters

**Person Specification**

**Job Title: Administrative Officer**

|  |  |  |
| --- | --- | --- |
| **General heading** | **Detail** | **Essential requirements:** |
| **Qualifications** | Qualifications required for the role | * Excellent written and spoken English skills * GCSE English or equivalent * GCSE Maths or equivalent * Successful experience of administrative work and dealings with children |
| **Knowledge/**  **Experience** | Specific knowledge/  experience required for the role | * High standard of written English, including good technical skills * Working knowledge of appropriate school policies and procedures * Ability to write concise and clear letters, messages and reports which communicate a positive and professional tone * Excellent organisational skills * Understand the importance of Health & Safety * Understand and implement the academy’s Safeguarding and Child Protection policies and procedures * Understand procedures and legislation relating to confidentiality and apply them |
| **Skills** |  | * Ability to maintain a professional and helpful relationship with visitors to the academy * Ability to use word, excel and wide range of financial and administrative IT packages * Ability to learn new systems and technologies quickly * High standard of spoken English, including correct use of grammar * Understand and implement the academy’s behaviour policies and procedures * Ability to exchange complex verbal information clearly and sensitively * Understand and implement the academy policies of Health and Safety, First Aid and Administering Medication policies * Ability to make decisions Ability to make a distinctive contribution to the work of a team * Ability to remain calm under pressure * Ability to be flexible * Ability to plan and manage own time effectively * Ability to resolve complex problems independently |
| **Personal Characteristics** | Behaviours | * Ability to manage difficult or controversial exchanges, questioning and challenging where appropriate * Seek support to overcome communication barriers with children and adults * Establish effective professional relationships with those working in and with the academy * Ability to establish rapport and respectful and trusting relationships with all staff, Governors and children. * Contribute to the development and implementation of effective systems to share and safeguard information and suggest ways to improve. * Demonstrate a commitment to equality * Demonstrate a clear commitment to develop and learn in the role * Ability to effectively evaluate own performance * Ability to transfer new knowledge to the workplace |
| **Special Requirements** |  | * Successful candidate will be subject to an enhanced Disclosure and Barring Service Check * Right to work in the UK * Evidence of a commitment to promoting the welfare and safeguarding of children and young people * Ability to travel as required |