



# ASPIRATIONS

Welcome to the Aspirations Academies Trust.

Aspirations as a sponsor of primary and secondary age academies in England, is committed to raising students' aspirations so that all young people reach their fullest potential and achieve the success they want for themselves.

We are currently seeking to appoint an Operations Administrator to work within the Operations team to provide a high quality administrative support service, undertaking various administrative procedures to support the day to day operation of the Academy, for the benefit of all our young people.

The successful candidate will have experience of working effectively in a variety of administrative tasks and to demonstrate a commitment to providing a quality service.

Learn more about Rivers Academy at [www.rivers-aspirations.org](http://www.rivers-aspirations.org) and Aspirations Academies at [www.aspirationsacademies.org](http://www.aspirationsacademies.org)

Application forms are also available on our website.

Closing date for applications: **5pm on Friday 25 January 2019**

Please send completed applications to: [hr@rivers-aspirations.org](mailto:hr@rivers-aspirations.org)

Job Description	
<b>Post Title</b>	Operations Administrator
<b>Salary/Grade:</b>	Scale 4 Scale Point 18-21 (£20,667 - £22,425 pro rata; Actual Salary £18,083.63 – £19,621.88)
<b>Reporting To:</b>	Operations Manager
<b>Academy:</b>	Rivers Academy
<b>Disclosure Level:</b>	Enhanced
<b>Hours of Work:</b>	36 hours a week TTB plus 1 week (40 weeks) 0.875 FTE
<b>Leave:</b>	Annual leave is 24 days per year, based on a 5-day working week, plus Bank/Public Holidays. The annual leave entitlement rises to 29 days after 5 years. Leave will normally be taken during school holiday times.
<b>Core Purpose:</b>	
<p>The team of Administrators will work within the Operations team to provide a high quality administrative support service, undertaking various administrative procedures to support the day to day operation of the Academy, for the benefit of all our young people.</p> <p>Each administrator will need to work flexibly and be prepared to carry out a variety of administrative tasks under the direction of the Operations Manager. The core functions of which will include student admissions, data processing, examinations, event management, communications, reprographic support, reception duties, and supporting with all aspects of day to day administrative processes all requiring high standards of accuracy.</p>	
<b>Main Duties:</b>	
<p>The precise nature of duties and responsibilities may be varied from time to time to meet changing circumstances of the team but will include;</p> <ul style="list-style-type: none"> <li>• To carry out routine administrative tasks.</li> <li>• To respond to enquiries on the telephone, in person or by email in a professional manner.</li> <li>• To use the MIS systems (such as SIMS) to access data for information purposes and to produce reports as directed by the Operations Manager.</li> <li>• To create, use and maintain databases/spreadsheets according to the needs of the team.</li> <li>• To assist with the organisation of meetings including producing agendas and taking notes or minutes when required.</li> <li>• As and when required support the Operations Manager with the admissions procedures and accurately maintaining the student related information.</li> <li>• To liaise with other Academy staff as may be required on matters relating to area of work, e.g. issues of admission information, responding to requests for reprographic support.</li> <li>• To prepare, produce, collect, collate, file and distribute documents e.g. attendance/absence letters, exam certificates, student offers, references.</li> <li>• To execute routine tasks including opening and distribution of mail, photocopying, faxing, sending and receiving e-mails, word processing and the distribution of documents following agreed procedures and timescales.</li> </ul>	

- To prepare all outgoing mail ready for collection. This includes franking all letters and parcels, calculating postage costs and keeping an accurate postage log.
- To support and assist with any of the periodic activities undertaken by the Operations team.
- To maintain effective administrative systems ensuring all paperwork is correctly filed and processed in accordance with agreed procedures.
- To assist with the archiving of records and information as directed.
- To support the Exams Administrator in relation to any learner registration, exam entries or results issues/other administrative tasks relating to the examinations procedures and in accordance with the Awarding Body requirements.
- As and when required to support the Operations Manager with the planning and updating of the Academy calendar.
- As and when required support the Operations Manager with the planning and administration of Academy events, which may include booking venues/refreshments for events; work related to open events; assisting with the organisation of exhibitions of student work or performances etc.
- To be responsible for the ordering of stationery and equipment as and when necessary and maintaining the stationery cupboard.
- To be responsible for the production of staff/student ID passes.
- To be responsible for any changes to the operation of the door security access system.
- To provide an efficient and friendly reception service for visitors, staff and students.
- To respond and deal with external callers/requests by telephone / email and at the Reception desk in a polite, efficient and professional manner.
- To provide effective communication links (telephone, email, reception and messages) throughout the Academy.
- To assist with production of communication to parents/students.
- To undertake all duties in accordance with Academy procedures and in compliance with the requirements and regulations of all external stakeholders such as Awarding Bodies, funding agencies and the current Data Protection Act.
- To work according to priorities and deadlines dictated by the annual calendar and as allocated by the Operations Manager.
- To disseminate information to Academy staff and students about policies and procedures within the Operations team in a manner commensurate with good practice.

- Support other services within Academy as required.
- To administer first aid, after having completed the relevant first aid training and, in the event of an accident, to contact parents, hospital and such like. To undertake training for administering first aid where required.
- To support a safe and secure environment within the Academy undertaking duties at lesson change over and break times, as required.
- To maintain confidentiality at all times and to prevent disclosure of confidential and sensitive information.

### **General Responsibilities**

- To work flexibly - this may include evenings, open days, parents' evenings and possibly weekends. This may also involve cover across the wider team in times of need.
- To be available to assist and undertake break duties.
- To participate fully in Staff Appraisal according to the Academy requirements.
- To participate in training and other learning activities and performance development, as required.
- To work safely, consider the safety of others and work within the guidelines stated in the Academy Health and Safety Policy.
- To comply with all decisions, policies and standing orders of the Academy; comply with statutory requirements, including Equal Opportunities legislation, the Health and Safety at Work Act and the Data Protection Act.
- To have a commitment to Child Safeguarding, to promoting the welfare of children and young people in accordance with the Academy's agreed procedures.
- To contribute to the overall ethos/work/aims of the Academy and the Trust.
- To appreciate and support the role of other professionals.
- To recognise own strengths and areas of expertise and use these to advise and support others.
- To respond to requests in a timely manner and in line with set deadlines.
- To undertake such other duties as may be required from time to time commensurate with the level of the post. The particular duties and responsibilities attached to the post may vary from time to time without changing the general character of the duties or level of responsibility.

Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description. Following consultation with you this job description may be changed by Management to reflect or anticipate changes in the job which are commensurate with the salary and job title.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description. Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers. The Academy will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

## Person Specification

Assessed by application (A) Assessed by the recruitment process (R)

Criteria	Essential	Desirable
<b>Qualifications and Education</b>		
GCSE Maths and English (Grade C or above).	A	
<b>Experience</b>		
Have experience of providing administrative support and exemplary customer service to both internal and external customers.	AR	
Experience of prioritising workloads, time management and dealing with conflicting priorities for themselves, and others on occasion.	AR	
<b>Skills and Abilities</b>		
Excellent literacy and communication skills, including written and oral.	AR	
Strong administrative and organisational skills.	A	
Competent user of a range of ICT applications including Microsoft office.	AR	
High level of accuracy in written work and data entry.	R	
Demonstrate a commitment to providing a quality customer service.	AR	
Ability to prioritise one's own work and work to tight deadlines.	R	
The ability to produce clear and concise reports.	R	
Flexible, proactive, positive approach to work.	R	
Ability to follow instructions accurately but also to show initiative and make good judgments when required	R	
Ability to demonstrate a high level of trust and integrity and deal sensitively and appropriately with confidential, personal information.	R	
Be able to work as an effective member of a team.	R	

Criteria	Essential	Desirable
Willingness to take part in all relevant training and evidence of recent professional development and its impact.	A	
<b>Knowledge</b>		
Knowledge of child safeguarding procedures		R
Knowledge of schools and education		R
Knowledge of management information systems such as SIMS		R
Knowledge of legislation regarding health and safety, HR and school admissions procedures		AR