



Job Description: Administrator 1 – Senior Administrator
(Primary and Nursery Schools Administrative Job Family, Job Ref: 1377)

KEY FOCUS

Jobs in this family focus on:

- providing and distributing information,
- data inputting, manipulation and retrieval,
- providing financial support as appropriate,
- maintaining, developing and enhancing services to members of the school community, and
- acting as key point of contact within the school.

Role holders will also provide a comprehensive, confidential, personal and secretarial support to Principals, teachers, other support staff, governors/AIB members and pupils.

PURPOSE

The overall purpose of this job family is to provide a clerical, administrative, financial, secretarial, management and executive service for the academy to ensure that internal and external services are maintained and delivered to the required levels.

KEY FEATURES

- Jobs require an in-depth understanding of methods, systems and processes over a range of procedures.
- The emphasis of these jobs is on the practical application of skills, rather than conceptual understanding involved in initiating change.
- Will typically complete the more complex operations within the office and be a trouble shooter for referred problems.
- Likely to supervise team(s) working on a range of tasks or team(s) working on discrete tasks. Alternatively roles may be of a more specialist in depth nature.
- Provide assistance to the Principal to support them in their accountability for financial and general management.
- Largely schedules own work and may be involved in co-ordinating external resources, and/or work from other service areas or allocating work to a small work group or discrete team.
- Jobs require courtesy and effectiveness in dealing with other people.
- Should be able to ask questions, seek clarification and exchange information using tact and diplomacy.
- Sometimes uses factual knowledge and reports on factual information, including financial information, to persuade others to take a course of action.
- Sometimes uses above average levels of tact, diplomacy and courtesy to advise, guide and supervise colleagues and deal with members of the school community.
- Likely to contribute at a team level to monitoring resources, including financial resources.
- Likely to provide some input on policy implementation and business planning; may be involved in project work.
- Interacts with colleagues, Principal, teachers, support staff, governors/AIB members, parents, pupils and members of the public.
- Website – work with the Principal and other named members of staff to ensure the website is up to date and compliant with statutory requirements

Producing documents

- Supervise and produce the allocation, standard and completion of work on a wide range of administrative duties to ensure an effective clerical and administrative service is provided to the school.
- Produce a wide range of detailed complex or specialist documents to ensure that the needs of the school team are met.

Filing and retrieving documents

- Manage filing, retrieval and archiving systems within the team that will include recommending, initiating and drafting changes when appropriate, to ensure an efficient record management system and compliance with data protection requirements.

Record keeping

- Supervise or manage the maintenance and accuracy of manual and computerised records/management information systems, including pupil, personnel and finance records, sometimes initiating and implementing change, to meet agreed service standards and support efficient school management.

Providing clerical and other support and guidance to members of the school community

- Provide administrative and/or secretarial support and guidance on diverse and often confidential issues to the Principal and AIB to support efficient school management.
- Support academic staff with administration that ensures the focus of their work can be fully on pupil attainment.
- Support in supervising health and safety arrangements within the academy to ensure a safe working environment.
- Assist with pupil welfare such as first aid, school trips or events, liaising with appropriate service users within agreed policies and procedures to meet the needs of the academy.
- Operate uniform and other sales within agreed policies and procedures to meet the academy's requirements.

Handling enquiries and queries and undertaking reception duties

- Supervise and handle all enquiries to the academy office from members of the school community and the general public.
- Encourage and ensure effective administrative links with parents to ensure a supportive relationship with parents, positively supporting pupil attainment.
- Supervise and handle more detailed and complex issues and respond to complaints to ensure that correct procedures are followed and standards met.

Dealing with formal correspondence

- Sort, refer, monitor progress and respond to formal correspondence, to ensure that the school's standards and business requirements are met.

Planning and managing diaries and meeting schedules

- Plan, co-ordinate and, through Administrator 2, implement the academy diary, meeting schedules, trips and events, provide documentation and notify attendees to ensure that

the academy's core business is completed within agreed standards and meets requirements.

- Keep Principal fully briefed and updated on all meetings and events to facilitate effective academy management.

Developing the team

- May assist with the recruitment of academy support colleagues.
- Supervise, coach and mentor less experienced colleagues and team members to support the achievement of individual and team performance and development objectives.

Allocating, monitoring and managing resources

- Ensure the provision of resources and office supplies to minimise waste and maintain the effective operation of the academy.
- Assist with the procurement of funds and sponsorship from companies to meet financial targets and enhance the school's service to pupils.
- Assist and support the academy in marketing itself and its achievements to the school community and the wider community.

Providing management Information

- Produce detailed analysis and evaluation of data, including financial, and draft detailed reports/information as required, to support the planning and development of academy performance.

Specific Duties to Stimpson Avenue Academy

Management of the team

- Ensure that all members of the team meet requirements of role and responsibilities; assist where necessary to ensure that deadlines are met.
- Advise team members on prioritising of tasks in order that workload can be managed effectively.
- Re-allocate tasks, when required, in order that tasks are achieved and deadlines are met.
- Liaise with SLT members to ensure that the team can meet required tasks and deadlines.

Management of Pupil Attendance and Punctuality

- Work pro-actively with the Attendance Officer and Principal to support the attendance and punctuality strategy within the academy, raising awareness to any issues related to achieving academy targets or individuals' needs.
- Record all reasons given for absence on a daily basis.
- Identify children who are absent for each session; follow-up with first day response calls.
- Identify any child for whom we have not been contacted by the parent.
- Record which children are absent for the morning session without a reason being given.
- Produce individual attendance histories as requested.
- Update the Attendance display in the hall with the weekly attendance figures for each class.
- When appropriate and with support, make home visits to families to address any attendance issues and encourage good attendance.
- Produce termly certificates for pupils who have achieved 100% attendance for the term.

- Produce annually certificates for pupils who have achieved 100% attendance for the whole year.

SCR and Safer Recruitment

- With the Business Manager, ensure that all documentation pertaining to the Single Central Record are up to date.
- With the Business Manager, ensure that all recruitment procedures meet Safer Recruitment requirements and best practice; alert the Business Manager and Principal immediately if any concerns.

EVC and Trips

- With the Business Manager and other named members of staff, ensure that all paperwork, including risk assessments, are completed in a timely way and meet statutory and recommended best practice.
- Ensure that all pupils on a trip are accurately recorded on daily registers.

Pastoral and Welfare Link

- Provide appropriate clerical and administrative support to the Family and Pastoral Lead and Designated Safeguarding Leads to ensure that all pupils remain safe and that welfare concerns are addressed in a timely way.

Day to day Health and Safety

- With the Business Manager, ensure that day to day health and safety standards are met and that any concerns are addressed promptly with the Site Supervisor, Business Manager and Principal.

Quality assurance

- Ensure that all correspondence and face to face engagement with service users meets the required standard.
- Take prompt action when service standard is not met.

Staff Absence and Cover

- Produce weekly signing-in sheets and monitor that staff are meeting the requirement to sign in and out; alert Business Manager and Principal to any breaks in meeting the requirement.
- Liaising with the Deputy Principal and Business Manager, record staff absence on a daily basis; under the guidance of the Deputy Principal and when required, to make booking arrangements for supply cover with recruitment consultants and supply agencies.

KNOWLEDGE, SKILLS AND EXPERIENCE

Essential

- NVQ Level 3 or equivalent in a relevant subject

and/or

- Substantial amount of work experience in a relevant organisation (preferably a school), to include supervisory experience or work at a senior level if no qualifications and
- Budget management skills
- Experience of working with financial data
- Experience of working at level 4 type work
- Appropriate level of IT and keyboard skills
- Health and safety awareness
- Appropriate level of data protection, security and confidentiality awareness

Desirable

- Understanding of corporate equalities standards and diversity issues and impact in immediate work and service area
- Aptitude for technology

How performance will be monitored

- *Documents completed to required standards of accuracy, timescales and demonstrating the proper use of appropriate office equipment.*
- *Evidence of work allocation and records re. standards of document completion to illustrate the effectiveness of supervision.*
- *Documents distributed to appropriate service users within relevant time scales and for appropriate meetings.*
- *Standards of service delivery re. filing and retrieval of documents, timescales, accuracy of location, procedures followed.*
- *Records illustrating storage, destruction and archiving of documents to meet internal audit requirements.*
- *Changes identified and recommendations evaluated.*
- *Records completed within agreed timescales, covering agreed scope, meeting required objectives quality and audit standards.*
- *Procedures as per internal audit requirements and demonstrating the proper use of appropriate office equipment and software.*
- *Effectiveness of support systems in meeting school needs.*
- *Service user feedback and surveys re. advice given.*
- *Effectiveness of administrative support given - timescales, accuracy and quality.*
- *Effectiveness of systems and procedures.*
- *Adherence to financial regulations and procedures.*
- *Issues investigated and referred upwards, within school policies and procedures, related to timescales, accuracy and quality.*
- *Overall level of service provided.*
- *Procedures meet internal audit requirements.*
- *Feedback and commendations.*
- *School diary and meetings schedule accurately coordinated with relevant people notified and documents collated and distributed within appropriate timescales.*
- *Briefings and updates are provided in an accurate, timely and effective manner.*
- *Correspondence is sorted and referred to appropriate channels and acknowledged to meet required service standards.*
- *Responses to correspondence are appropriate to need and meet required service standards*

- *Feedback from colleagues and supervisor (appraisal and observation).*
- *Evidence of completed outcomes of supervision and coaching.*
- *Performance and development objectives satisfactorily achieved.*
- *Learning from training and development activities initiated is demonstrated by the team in the workplace.*
- *Attendance at and positive contributions made at team meetings.*
- *Internal policies and procedures complied with.*
- *Budget records, resource allocation records, supplier agreements completed to expected standards.*
- *Audits demonstrating that financial constraints and procedures are followed.*
- *Management information completed within timescales, meeting defined objectives and to required quality standards.*
- *Outputs of reports - evaluations and recommendations re. service delivery improvements.*
- *Statutory returns completed accurately and punctually.*
- *Development plans and audits on effectiveness of deficiencies identified and improvements recommended.*
- *Admissions procedures are effectively followed and key information is shared with relevant parties.*
- *Attendance procedures are effectively followed and meet all safeguarding requirements.*
- *Key attendance information, including the analysis of trends in data and specific issues related to individual pupils, is shared with relevant parties.*
- *Maintenance of confidentiality.*
- *Data schedule is met and data is available at key times for appropriate personnel.*
- *Weekly school newsletter is of a high standard and is sent out to all parents, including those not living with their children, each Friday.*
- *School is positively publicised to the local and wider community.*