



JOB DESCRIPTION

Job Title:	Administrator
Salary:	TPAT Point 4
Responsible to:	Headteacher / Office Manager
Direct Supervisory Responsibility for:	N/A
Important Functional Relationships: Internal/External:	TPAT, Local Monitoring Committee, Senior Leadership Team, School Staff, Students, Parents & Carers, Suppliers and External Professional Bodies

Main Purpose of the Job:

School Administrators are responsible for providing administrative support for an office or department within a school. They play a crucial role in the day-to-day life of a school by undertaking a wide range of administrative tasks to keep everything running as smoothly as possible.

Act as the first point of contact for all school visitors and callers.

Welcome visitors and direct as appropriate.

Manage all telephone calls and queries, re-directing as appropriate.

Provide administrative support to assist school management and organisation.

Responsible for student data and attendance.

Support school marketing as required.

Main Duties and Responsibilities:

Administrator Duties

- Collect, collate and process the morning and afternoon attendance registers in an efficient and timely manner.
- Manage and action free school meals and report numbers to kitchen staff every morning.
- Manage free school milk orders and arrange delivery dates.
- Manage and record pupil sickness reporting on a daily basis; action sickness messages and notifications from parents/carers, phone parents/carers for absent students.
- Assist the Line Manager in producing attendance correspondence and information.
- Manage written correspondence as directed by the Executive Assistant/Office Manager, and to treat such matters with confidentiality and sensitivity.
- Provide administrative and secretarial support in such areas as typing, correspondence, reports and publications, updating and extracting computer information, photocopying and filing.
- Administration to assist with the school's intake of all new students and students leaving the school, ensuring records are forwarded appropriately.
- Maintain pupil records appropriately ensuring confidentiality and accuracy.

- Assist in updating Arbor and other school records ensuring all files remain up-to-date and in accordance with data protection legislative requirements.
- Organise student record archive ensuring appropriate retention periods.
- Update student records.
- Using IT systems to draft letters, emails, reports, newsletters etc.
- Manage parent communication both in print and digitally.
- Maintain the school's photographic equipment.
- Manage the organisation of digital photographic files.
- Support aspects of school marketing especially school events (transition; community events).
- Ensure the consistency of the school's brand across all materials in administration.
- Support other administrative functions in the school during busy periods: staff absence; admin support for exams; support for school trips.

Reception Duties

- Welcome all parents, carers and visitors with professionalism and comply with safeguarding processes.
- Ensure school security arrangements are always complied with, including the issue of visitor badges and the signing of the visitors' book/electronic system.
- Confidently deal with parents, staff, students and visitors in person and by email.
- Provide hospitality for visitors to the school and to organise adequate refreshments for events and activities.
- Receive and prioritise incoming telephone calls and deal with them appropriately including recording and distributing messages as required, ensuring that all messages are distributed in a timely manner.
- Manage all forms of enquiries and follow them through to resolution.
- Be able to hold challenging conversations and maintain a calm manner at all times.
- Be a good listener, acknowledge challenging situations without judgement and deal with stressful or conflict situations with kindness and empathy.
- Maintain positive, nurturing relationships with staff, parents and children.
- Ensure appropriate standards of tidiness and order in the school reception area so as to project a professional and welcoming environment for parents, students and visitors.
- Managing the school's email address, responding to enquiries in a friendly, professional and efficient manner or forwarding to other staff as appropriate.
- Be responsible for the sorting and distribution of incoming post and for franking and sending outgoing post, as appropriate.
- Accept and sign for deliveries, recording incoming goods as appropriate.
- Arrange room bookings within the school.
- Monitoring school supplies and stock control.
- Oversee the maintenance and updating of information for the school notice boards located around the school premises.
- Assisting with administering the school diary and completing the weekly planner.

Standards and Quality Assurance

- Articulate and promote the school's aims and ethos with parents, carers, students, staff, visitors and the wider community.

- Hold and articulate clear values and moral purpose, leading by example with integrity, creativity, clarity and resilience.
- Demonstrate optimistic personal behaviour and model positive relationships and attitudes towards students and staff.
- Set a good example in terms of dress, punctuality and attendance.
- Participate in training and development discussions and activities to maintain the skills and competencies required for the role.
- Provide cover in case of absence of other administrative staff.
- Manage and prioritise your own workload in line with school requirements.

General Responsibilities applicable to all staff

- Demonstrate and promote the values of Truro and Penwith Academy Trust at all times.
- Contribute to the overall ethos and aims of the school.
- Follow and adhere to all agreed Child Protection and Safeguarding policies and procedures at all times.
- Make a positive impact on our students' lives and contribute to shaping a brighter future.
- Play a full part in the life of the school community and support its vision and ethos to encourage all staff and students to follow this example.
- Work effectively with other members of staff to meet the needs of students; ensuring that students' needs are prioritised.
- Act as a role model and set high expectations of conduct and behaviour.
- Appreciate and support the role of other professionals.
- Have a clear sight of how this role impacts on the school's students at all times.
- Work with professionalism in line with the Trust's Code of Conduct.
- Be aware of and comply with all policies and procedures at all times, especially those relating to child protection, health, safety and security, confidentiality, data protection and copyright, code of conduct, reporting all concerns to line manager.
- Be a positive influence on the climate and culture of the school and a positive role model at all times.
- Model good management practice across the Trust.
- Be aware of and support difference, ensuring equal opportunities for all.
- Actively promote the safety and welfare of our children and young people.
- Administer basic first aid and assist in the dispensing of medically prescribed controlled drugs in line with school procedures (only if trained to do so); recording on SafeSmart as required.
- Attend liaison events and effectively promote the school at open days/evenings and other events.
- Act as a Trust team member and provide support and cover for other staff where needs arise, inclusive of work at other sites within a reasonable travel distance.
- Be aware of and comply with all School and Trust policies and procedures.
- Undertake mandatory training, professional development, learning activities and appraisal procedures as appropriate.
- Attend and participate in relevant meetings and Trust based INSET as required.
- Responsible for your own self-development on a continuous basis; taking responsibility for your own CPD.
- Recognise own strengths and areas of expertise and use these to advise and support others.
- Maintain at all times the utmost confidentiality with regards to all reports, records, personal data relating to staff and students and other information of a sensitive nature acquired in the course of undertaking duties for the Trust, with due regard to General Data Protection Regulations.

- Carry out any other reasonable instructions commensurate with the post in order to support the work of the Trust and its Academies.

Job Description

This job description is illustrative of the general nature and level of responsibility of the work to be undertaken commensurate with the grade. It is not a comprehensive list of all the responsibilities, duties and tasks relating to the post. This job description does not form part of your contract of employment.

The post-holder may be required to undertake such work as may be determined by their line manager from time to time, up to or at a level consistent with the main responsibilities of the job.

This job description may be amended at any time in consultation with the post-holder.

Special Conditions of Employment

Truro and Penwith Academy Trust is committed to safeguarding and promoting the welfare of children and young people, ensuring a culture of valuing diversity, and ensuring equality of opportunities, and expects all staff and volunteers to share this commitment. The post-holder is required to follow all of the Trust's policies and procedures in relation to safeguarding at all times, and to adhere to the statutory guidance 'Keeping Children Safe in Education'. The post-holder must take appropriate action in the event that they have concerns, or are made aware of the concerns of others, regarding the safety or well-being of children or young people.

All offers of employment are conditional and are subject to satisfactory pre-employment checks including receipt of original qualification documents, two satisfactory references, health screening, proof of eligibility to work in the UK, Childcare Disqualification check, a Disclosure and Barring Service (DBS) check and online searches.

PERSON SPECIFICATION – Administrator

Person Specification	Essential	Desirable	Recruiting Method
Education and Training	<p>Attainment of GCSE qualifications or equivalent (Level 2 standard of education) to include Maths and English</p> <p>NVQ in business administration or equivalent experience</p>	<p>Admin or IT related qualifications at level 3</p> <p>Typing and word processing certificates</p> <p>First Aid Certificate</p> <p>Safeguarding Training</p>	<p>Application</p> <p>Certificates</p>
Skills and Experience	<p>Good standard of practical knowledge, skills and experience of working in an office environment</p> <p>Experience of reception and admin work or equivalent work experience</p> <p>A practical working knowledge of IT applications, inclusive of word, outlook, excel and powerpoint</p> <p>Excellent spoken & written communication skills</p> <p>Methodical & well-organised</p> <p>High level of accuracy and attention to detail</p>	<p>Experience of reception and admin work within a school or similar environment</p> <p>Experience of Arbor or equivalent database</p>	<p>Application</p> <p>Interview</p> <p>Assessment</p>

	<p>Able to prioritise work</p> <p>Able to work on own initiative and as part of a team</p>		
Specialist Knowledge and Skills	<p>Knowledge and practical application of Microsoft packages</p> <p>Good typing and word processing skills</p> <p>Strong organisational skills</p> <p>Able to relate well with students, teachers & parents</p> <p>Excellent customer service skills</p> <p>Demonstrates an awareness, understanding and commitment to the protection and safeguarding of children and young people</p> <p>Demonstrates an awareness, understanding and commitment to equal opportunities</p>	<p>Understanding of school policies and procedures</p> <p>Note taking skills</p>	<p>Application Interview Assessment</p>
Behaviours and Values	<p>Self-motivated and able to work constructively as part of a team</p> <p>Able to adapt approach to suit circumstances and audience</p> <p>Ability to relate well to children and adults and to inspire others to excel</p> <p>Ability to work to deadlines and methodical approach to work</p> <p>Trust & integrity</p> <p>Sensitivity & understanding</p> <p>Flexible & open to change</p> <p>Calm, kind & empathetic</p> <p>Proactive engagement in improving practices within the role and personal growth</p>		<p>Application Interview Assessment</p>