



JOB DESCRIPTION

Job title:	Administrator
Grade:	Grade 3: Point 4
Hours:	13 hours per week / 38 weeks per year.
Line Manager :	Headteacher

Job purpose

To undertake a range of reception / administrative duties so that a consistently high standard of service and support is provided to staff, pupils, parents and visitors.

Organisational relationships

- Directly responsible to the Headteacher
- Close working relationship and liaison with all members of the school staff and administrative staff within the Heart of Suffolk Education Trust.

Main duties and responsibilities

Reception

1. Ensure that the office is manned at all times, to ensure a professional welcome to all visitors and callers to the school.
2. Ensure that visitors and contractors are met and welcomed professionally. Carry out security and child protection procedures, ensuring that all who sign in and out and are issued with ID badges and relevant information (asbestos surveys/Contractors guide etc).
3. Notify appropriate member(s) of staff of the arrival of visitors. Ensure that visitors do not enter the main school building without an escort, unless this has been authorised by the person they are visiting.
4. Receipt of items delivered to the school ensuring items are signed for, marked as received and distributed accordingly.
5. Make, receive and redirect telephone calls, including voicemail. Take messages and ensure that these are disseminated to relevant and appropriate school staff.

Attendance

1. Check attendance information on Schools' MIS entered by teachers.

2. Contact parents of absent children to ascertain reason for absence as early as possible on each day that the school is in session. Ensure that reasons for absence are forwarded to the appropriate Teacher in accordance with the school's policy and procedures.
3. Ensure staff absence reported to Headteacher and Finance Officer.

General administration

1. Monitor incoming mail to the school's generic email. Deal with general items, refer more complex issues / pass on messages to the appropriate member of staff.
2. Despatch outgoing communications through the school generic email or MIS in a timely manner.
3. Help update and maintain the school pupil database and pupils' personal files.
4. Undertake word processing, photocopying and filing tasks as required.
5. Monitor stocks of stationery and other consumables for the school office. Re-order as necessary in accordance with agreed procedures.

First Aid

- Maintain First Aid supplies including ordering.
- Coordinate and administer basic First Aid to pupils and staff as required. Notify a senior member of staff in the event of more serious cases. In the event of emergency call for an ambulance and then immediately alert a senior member of staff.
- Issue medication to pupils as instructed by and agreed with parents / carers. Refer to Headteacher if there are non-routine requests or other concerns.
- Ensure medicines are locked away and clearly labelled with pupil name with clear instructions for dose etc.
- Maintain records of medication and any intervention given.
- Notify the Headteacher without delay with regard to incidents which may require action in accordance with RIDDOR.

General

1. Assist with arrangements for school events and activities, including Parents' Evenings.
2. Keep the school office neat and tidy, ensuring that documents are filed and/or securely stored in accordance with agreed systems and requirements.
3. Maintain consistent high standards of professional conduct, tact and diplomacy at all times in dealings with parents, staff, colleagues and all visitors to the school.
4. Maintain absolute confidentiality and exercise discretion with regard to staff / pupil information and the school's business at all times.

5. Act as an ambassador for the school within the local community and beyond, ensuring that the ethos of the school is promoted and supported at all times.

The duties and responsibilities of any post may change from time to time, and post holders may be expected to carry out other work not explicitly mentioned above which is considered to be appropriate to the existing level of responsibility vested in the post.

Heart of Suffolk Education Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The appointed person will be required to undergo an enhanced DBS clearance check.

PERSON SPECIFICATION

Administrator

Criteria	Essential to basic performance of job	Required for fully competent performance of job
Knowledge:		
Technical or specialist	<ul style="list-style-type: none">• RSA II, or equivalent.• Knowledge of computer systems e.g. Microsoft Office products.	<ul style="list-style-type: none">• First Aid qualification
Literacy and numeracy	<ul style="list-style-type: none">• Ability to carry out administrative tasks including maintaining records, e.g. attendance, lunch orders, supplies etc.• Grade C or level 5 GCSE in English and Maths• Literacy needed for maintaining records and producing a range of correspondence.	
Organisational		<ul style="list-style-type: none">• Knowledge of basic health and safety responsibilities.• Knowledge of policies and procedures, e.g. sickness and absence records procedure.• Knowledge of administrative procedures, e.g. ordering
Knowledge & use of equipment	<ul style="list-style-type: none">• Ability to use/operate general office equipment.	

Criteria	Essential to basic performance of job	Required for fully competent performance of job
Mental Skills:		
Problem solving	<ul style="list-style-type: none"> • Carry out checks on stock deliveries and refer any queries to suppliers as appropriate. • Resolve straightforward problems e.g. relating to dinner money or equipment. 	
Thinking creatively / Developing new ideas	<ul style="list-style-type: none"> • Contribute to the production of materials, e.g. leaflets or advertising materials. 	
Planning ahead	<ul style="list-style-type: none"> • Assist in the preparation for school activities. • Ensure routine and non-routine correspondence is produced on time. 	
Interpersonal & Communications Skills:		
Caring skills	<ul style="list-style-type: none"> • Attend to sick/injured pupils, make arrangements as required. 	
Verbal and written communication skills (including use of languages)	<ul style="list-style-type: none"> • Act as first point of contact for visitors. • Arrange hospitality as required. • Receive and redirect telephone calls, passing on messages to others. • Undertake word processing of correspondence, reports etc. • Ability to handle confidential, sometimes sensitive information. 	

Criteria	Essential to basic performance of job	Required for fully competent performance of job
Training and / or presentation skills	<ul style="list-style-type: none"> • Maybe required to advise teaching staff on administrative procedures e.g. travel claims. 	Knowledge of safeguarding procedures.

Physical skills:

Keyboard skills / use of mouse	<ul style="list-style-type: none"> • Keyboard and mouse skills are required to undertake a range of tasks such as the production of reports, routine and non-routine correspondence etc.
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Other attributes:

Level of autonomy	<ul style="list-style-type: none"> • The post holder will be expected to make day to day decisions about own workload, within clear guidelines and procedures.
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