

NORTHFLEET SCHOOL FOR GIRLS

JOB DESCRIPTION

Post: Engagement Support Administrator

Responsible to: Deputy Headteacher - Learners

Post Level & Grade: Kent Scheme KS5 / 37 hours per week

Monday to Thursday 8.30 am to 4.30 pm

Friday 8.30 am to 4.00 pm

Purpose:

Through this role you will support our pastoral team by:

* Providing a reception function for the Engagement Support Leaders (ESL) team, including

receiving calls from main reception and contacting parents/other stakeholders as requested.

* Providing efficient administrative/PA support for the wider pastoral team.
* Supporting the wider school in smooth running of administrative functions.

This role is designed to ensure that pastoral staff are able to spend the maximum time working closely with students and parents – making a difference to students’ engagement with school. We strongly believe that efficient administration has a direct impact on the effectiveness of our school in ensuring all can ‘Dream Big and Achieve’.

This role will involve working closely with the Deputy Headteacher and Assistant Headteacher line managers, SIR Supervisor and the ESL team.

Main (Core) Duties:

Providing a reception function for the pastoral team

* Taking external phone calls and directing to ESL’s or taking messages as required. Ensure that all contacts are responded to as appropriate.
* Contacting parents to pass on messages or make ‘holding calls’ until the ESL’s can make full contact.
* Contact parents on routine matters such as parents evening bookings, incorrect uniform, lateness or passing on positive feedback.
* Working with the ESL team to make follow up calls at an agreed point to check that previous concerns have been fully addressed.
* Co-ordinating the student receptionists, ensuring an appropriate rota and student engagement with the process.

Providing efficient administration/PA support for the pastoral team

* Arrange bookings for Primary school visits
* Arrange parent meetings as requested by the pastoral team
* Co-ordinate teacher feedback as a result of individual ESL/parent requests, passing information onto parents as required
* Formulating and sending letters on behalf of the pastoral team
* Supporting in the gathering of student statements as requested
* Ensuring a smart and professional working environment within the Pastoral Hub, particularly positive displays and tidy open areas

Supporting the wider school in smooth running administration

* Receive main reception phone calls from 4.00 to 4.30pm each day
* Deputising in the event of short-term ESL/SIR supervisor cover requirements
* Act as a First Aider within the Pastoral Hub (and as part of the wider first aid team)

Other Duties

* To undertake any duties that the Headteacher may reasonably request.
* To take responsibility for own professional development
* Take part in school meetings and CPD sessions as per the school calendar

Note:

1. The above responsibilities are subject to the standards, general duties and responsibilities contained in the statement of Conditions of Employment, having due regard to the requirements of the curriculum, the school’s aims, objectives and schemes of work and any policies of the Governing Body.
2. This job description is not necessarily a comprehensive definition of the post. It will be reviewed and may be subject to modification or amendment at any time after consultation with the post holder.

ORGANISATION

Deputy Headteacher – Learners

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Engagement Support Administrator

Agreed by:

Postholder: Date:

Print Name: \_\_\_\_\_\_

Headteacher: Date:

Person Specification

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| Qualifications | * GCSE in English and Maths at a minimum of a Grade C – or equivalent * First Aid certificate (or training will be given) |
| Experience | * Operational experience of administration and office systems * Working with the public and dealing with confidential issues |
| Skills and Abilities | * Ability to organise and prioritise workload to achieve deadlines * Good communication, interpersonal, organisational and administrative skills * Being friendly and welcoming at all times to students, staff, parents and visitors * Good problem solving, time management and organisational skills * Demonstrate high standards and attention to detail, following tasks through to ensure good outcomes * Effective use of ICT and other specialist equipment/resources. Including ability to produce a range of documents, spreadsheets and reports, using Microsoft Office Software, Excel spreadsheets and database functions * Ability to work under pressure and work efficiently to meet deadlines * Ability to work confidentially, keeping work-related issues and discussions in the workplace * Display commitment to the protection and safeguarding of students |
| Knowledge | * Knowledge of MS office, Word, Excel and Teams is essential * Knowledge of a range of applications and software commonly used in schools including SIMs * Up to date knowledge of current online safety standards * Awareness of Data Protection and confidentiality issues |
| Behaviours | Behaviours which are compatible with our school vision, including:   * We achieve the best outcomes when all staff work together in a supportive collaborative environment * High expectations in all aspects of our work * Staff and students can ‘enjoy the journey’   In addition, we expect the following   * A ‘can do’ attitude where all possible avenues are explored to achieve the best outcomes for students * Flexibility to work as required to achieve the best outcomes for students * Integrity and professional pride to do the job properly * Rigorous, consistent and logical approach to ensuring all procedures and policies are followed * Good sense of humour and ability to relate to colleagues, parents and students |