



"Where children come first"

JOB DESCRIPTION

BUSINESS SUPPORT ADMINISTRATOR

Job details

Grade: KR4

Reporting to: School Business Manager

Responsible for: Business Support, Office Administration and Reception.

MAIN PURPOSE

To provide administrative and organisational support to the Headteacher and Senior Leadership team to assist in the smooth operation of the school.

DUTIES AND RESPONSIBILITIES

Admissions:

1. Point of contact within the school for staff, governors, LA officers, parents and others seeking contact with the Headteacher and Leadership team.
2. To manage communications for the Headteacher – Prioritising calls and identifying urgent critical matters for response. Responding on behalf of the Headteacher where appropriate.
3. Open and review any written/electronic correspondence/letters for the Headteacher and drafting responses for approval.
4. To manage Headteacher's electronic diary – arranging appointments/meetings as appropriate.
5. To provide clerical and administrative support to the Headteacher, including drafting papers/reports/presentations, research and collating information, filling and photocopying.
6. To organise and support meetings, preparing agendas and minutes as required. Briefing the Headteacher as appropriate. To ensure that matters arising from meetings are dealt with by the appropriate people within agreed timescales.
7. To provide information to colleagues and parents on school policies and practice.
8. Drafting and preparation of correspondence and school publications – e.g. prospectus/handbook/newsletter/posters and leaflets.
9. To maintain school website.
10. To handle all sensitive and confidential matters with discretion.
11. Comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
12. To collaborate with the Senior Leadership Team to create promotional concepts when necessary. Use of all appropriate social media platforms to promote school news, events, successes and information.

RECEPTION AND TELEPHONE DUTIES

Reception

1. Provide high quality, efficient customer service to visitors of the school.
2. Check identification and provide security badge where appropriate, ensure visitors are recorded in and are made aware with emergency procedures and link visitors with the appropriate member of staff being visited.
3. Maintain the Inventory system.
4. Respond to and deal with pupil enquires.

Telephone

1. Greet all callers in accordance with set school standards.
2. Use discretion to filter and re direct calls where appropriate.
3. Provide high quality, efficient customer service when receiving or making telephone calls on behalf of the school.
4. Take messages and enquiries and ensure that they are passed on the relevant members of staff.

GENERAL OFFICE DUTIES

1. Maintain the school's manual pupil and general administration filing systems.
2. Update school lists and Rota's.
3. Deal with all post.
4. Type reports and other documents and compile standard letters for signature. Ensure that all non-standard letters that are requested are produced according the standard school format.
5. Answer and send text and e-mail messages to parents and staff.

PERSONAL SPECIFICATION

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	A minimum of GCSE Grade C or equivalent in English and Maths. NVQ Level 2 in Business Administration or equivalent is desirable.
EXPERIENCE	Proven administration experience. Experience of providing a high level of customer service and liaising/relationship building with a wide range of individuals and agencies.
SKILLS AND ABILITIES	Ability to work with a high degree of accuracy and attention to detail. Ability to draft correspondence and produce documents of a high standard including minutes of meetings. Able to plan, organise and prioritise work efficiently and effectively. Able to take responsibility for own work with little or no supervision. Able to use own initiative to solve problems and respond proactively to unexpected situations. Able to deal calmly, tactfully and effectively with a range of people. Ability to show sensitivity and objectivity in dealing with confidential issues. Excellent communication and interpersonal skills.
KNOWLEDGE	Good Knowledge of the work of the school and school systems and processes. Knowledge of a range of computer applications – including work Word / Excel / PowerPoint / Sims. Demonstrate an understanding of confidentiality and child protection issues in a school setting.