

JOB DESCRIPTION

STUDENT SERVICES ADMINISTRATOR

Job Title: Student Services Administrator

Reporting Lines:

Grade / Salary: AR04+

Hours of Work: 37 hours a week. Term Time + 2 additional weeks to include INSET days

Role Purpose

- This role is primarily to look after the well being of pupils who seek assistance at the Student Services reception area, along with completing administrative tasks associated with their learning and personal development.
- The Student Services administrator will be responsible for presenting a high standard of care for visitors to the Student Services area.
- They will maintain a welcoming environment for pupils and other visitors.
- They will assist with high standards of communication between stakeholders.
- They will work closely with the Pastoral Team and Attendance Administrator.
- They will ensure that Turner Schools are places where children thrive and knowledge matters by upholding and modelling the Trust's values in all aspects of the role.
- To promote a community of learners with purpose and passion while modelling the of Turner Schools "Walk The Turner Talk" values in all aspects of the role.

Main Areas of Responsibility

The post holder will be responsible for:

- Ensuring that the Student Services Reception area is well presented and conducive to a working environment, keeping displays up to date and relevant, having a system for frequently shared documents (letters home/forms).
- Proactively assisting pupils who visit the student services area.
- Working closely with the Pastoral Team in dealing with unwell pupils and flagging any additional pastoral intervention required.
- Answering the telephone and being proactive in responding to the call – forwarding appropriately or dealing with proactively as appropriate.
- Updating pupil information on Bromcom.
- Recording pupil attendance information (signing pupils in and out).
- Being the school's main point of contact for the parent app, MCAS.
- Collating pupils' IT logins.
- Maintaining pupil online files and carrying out data tasks.
- Co-ordinating first aid provision, keeping first aid kits and medical supplies fully stocked.
- Supporting new pupils with passwords, lunch codes & programming lunch cards.
- Maintaining lost property and co-ordinate with pastoral assistants.

- Maintaining the medicine cupboard and liaising with the SENDCo to ensure key, up to date, medical information is available to first aiders.
- Training as a first aider and administering first aid and medication when required.
- Be responsible for ordering for Admin team and curriculum as required.
- Supervising children who may be unwell until they are collected by their carer.
- Preparing first aid kits for trips and keeping first aid posters etc up to date.
- Delivering administrative support for carers.
- Delivering administrative support for pupil rewards.
- Assist with trip admin where appropriate.
- Covering the main reception at lunchtime.
- Providing cover and support on reception when required.
- Having a working knowledge of key main reception duties.
- Assisting at events as required – this may include evening events.
- Co-ordinate community leaders to support Admin team.
- Any other appropriate administrative tasks that the line manager delegates.

Other Duties:

- To comply with individual responsibilities, in accordance with the role, for health and safety within the workplace;
- To share the Trust's commitment to safeguarding and promoting the welfare of all young people through having knowledge of Government guidelines and safeguarding policies as appropriate within the school;
- To ensure that all duties and services provided are in accordance with all Turner Schools policies and the schools procedures in line with code of conduct/professional expectations;
- To undertake training as necessary and be willing and enthusiastic in engaging with continuous professional development;
- To actively engage in the performance development and management process;
- To be a key part of the life of the School community, to support both the values, vision and ethos of the school and the Trust, and encourage scholars to follow this example.

Experience and knowledge required of the post holder

The post holder must have:

- Excellent people skills, being able to respond appropriately to diverse and sometimes challenging situations.
- Ability to interact effectively and sensitively with young people
- Capacity to respond calmly and sensitively under pressure.
- High level of communication skills.
- High level of literacy and accuracy skills, preferably to A level standard.
- High level of IT skills with knowledge of Bromcom or Google Suite an advantage.
- Experience of working in a school, with a knowledge of school-based systems would be preferable although is not a requirement.

Personal Qualities and Attributes:

This position requires the following personal qualities and attributes:

- Ability to contribute towards school and the Trust's vision and ethos. This position must enjoy completing their work in a professional and positive manner, relish solving problems and take pride in helping people;
- Ability to demonstrate academic ambition for all pupils; a genuine passion and belief in the potential of every pupil;
- Determination to improve standards and outcomes in non-selective education on the south-east Kent coast;
- Interest in playing a part, through education, in the re-generation of Folkestone;
- High ethical standards;
- Strong interpersonal, written and oral communication skills;
- Motivation to improve standards and achieve excellence;
- Ability to demonstrate honesty and integrity;
- Excellent organisational skills;
- Ability to work collaboratively with partner schools in the Trust and beyond;
- Ability to communicate effectively, professionally and in a friendly manner with colleagues, pupils, and parents and external agencies;
- To be an ambassador for school in dealing with external persons, and to be an admired and respected member of the team by internal colleagues and pupils;
- To enjoy helping others and be able to resolve any issues in a professional, calm and measured manner.

Turner Expectations

Turner staff will 'Walk the Turner Talk'. They will:

- **Speak and act with care:** Always show compassion and respect for children.
- **Act boldly:** Be ambitious for yourself and the children and young people we serve.
- **Learn from adversity:** Be evaluative, thoughtful and reflective.
- **Challenge convention:** Be curious, welcome difference and unfamiliar thinking.
- **Connect with others:** Support colleagues, parents and pupils to make a great team.
- **Use your voice:** Offer different views and ask questions.
- **Do what it takes:** Be relentless in pursuing the best for children.
- **Ask for support:** Be open and honest when plans go awry.
- **Don't give up:** Be calm, resilient and measured when managing challenges.

Acceptance:

I confirm that I have received and understand the job description.

Name.....

Signed.....

Dated.....

Line Manager.....

Signed.....

Dated.....

DRAFT