



## Job Description

<b>Job Title:</b>	Administration Officer (Office Manager)
<b>School:</b>	Delce Academy
<b>Base:</b>	School Office
<b>Contract and Salary:</b>	Fixed Term, 37.5 hours per week, term time only, plus 2 weeks NJC C2 (points 12-25 - £21,589 - £28,785) salary dependent on experience
<b>Reports to:</b>	Deputy Headteacher

## Job Summary

The school Administration Officer is part of the Inspire Partnership's operations team. The jobholder will provide an outstanding first point of contact for staff, pupils, parents, stakeholders and visitors. This will be on the phone, face-to-face, through written communications and social media. They will provide a full range of proactive and reactive administrative support and co-ordination services to the Headteacher, school and across the Inspire Partnerships's Medway schools. As the 'face' of the school the person in this role should be welcoming, personable, helpful and able to represent the School in a professional and friendly manner at all times. A main responsibility of the role would be to monitor and report on whole-school attendance data, analysing data to identify key areas of concern. To work closely with the Deputy Headteacher and Family Liaison Manager to provide support in preventing and reducing persistent absenteeism across the school and act appropriately when persistent absence becomes a safeguarding concern. Holding a driving licence is essential as home visits will need to be carried out with the Family Liaison Manager.

In addition, it is essential that the person for this role is organised, able to multitask, work flexibly and have a 'can do' approach to work, as no two days are the same within the school setting.

## Attendance

- Ensure daily attendance registers are accurate and complete, and follow up with staff members about any incomplete data
- Follow up on any unexplained absences with parents/carers, escalating issues as appropriate in line with school procedures Initiate and oversee the administration of absence procedures, for example letters home, attendance clinics and engagement with local authorities/other external agencies and partners
- Follow all attendance processes and procedures
- Support Family Liaison Manager with home visits
- Complete school attendance reports weekly to identify Persistence absences
- Manage attendance returns for the school census and LAC children
- Manage the process of issuing penalty notices to parents by ensuring correct referral paperwork is given to the school Attendance Advisory Practitioner for Medway Council.
- Responsible for recording the on/off roll information and sending to Medway Council in a timely manner
- Maintain accurate records of communications with parents/carers and relevant interventions
- Responsibly and accurately log attendance incidents to CPOMs ensuring relevant staff members are alerted to any issues
- Produce and interpret attendance reports for school leaders, identifying key statistics, reasons for absence and any patterns of concern
- Track attendance of vulnerable groups of pupils and share information with school leaders



- Identify pupils that need additional support to improve their attendance.
- Work with school leaders to identify appropriate interventions to improve attendance for particular groups or individual pupils.
- Participate in 'round the table' meetings taking a whole family approach by implementing early interventions to attendance.
- Have a clear understanding and awareness of the DfE statutory guidance on attendance.
- Lead daily or weekly check-ins to review progress and the impact of support/interventions.
- Work with school leaders to develop and revise the school's attendance policies, processes and procedures.
- Implement children missing education (CME) procedures when appropriate.
- Ensure On/Off Roll data is kept up to date.
- Make sure pupils are un-enrolled from Arbor correctly, CTF's and pupils files are sent to forwarding schools.
- To undertake routine liaison with external agencies regarding attendance - eg Attendance Services.
- Ensure knowledge on changing legislation from the DfE is up to date and new practices are adhered to and followed.

### **Front of House**

- Act as the first point of contact for all parents and other visitors to the school, and ensure that they are dealt with in a professional manner and in line with the school's agreed safeguarding policy.
- Be aware of and comply with policies and procedures relating to safeguarding, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Ensure all visitors sign in/out at reception and comply with school procedures.
- Ensure that all visitors (including contractors) and pupils arriving late or leaving early comply with school signing in/out procedures.
- Maintenance of Reception ensuring area is kept in a clean and tidy fashion.
- Answer the phone and take messages, deal with routine enquiries and re-route to appropriate members of staff.
- Ensure items brought in by parents reach students; if handed directly to the office.
- Check and sign for deliveries to the school. Sort incoming post and distribute as necessary.
- Be willing, once trained, to administer first aid and oversee medication taken by pupils.
- Management of permission slips and collection of relevant paperwork for trips etc.
- Maintain adequate stock levels of office stationery.
- Collect and deliver errands to all classes around the school as required.
- Maintain a register of Photographic Permission Forms and list of those children not to be exposed to media.
- Participate in training/learning activities/performance development as required.
- Attend and participate in relevant meetings as required.
- Carry out any duties commensurate with grade as directed by the Office Manager, Headteacher or INSPIRE Executive Management Team.



### **Liaison with Trust HR**

- Advise daily and continued absences to the Human Resources team.
- Arrange return to work interviews for the Headteacher and other senior staff.
- Manage, arrange and accurately track Stage 1, Stage 2 and Stage 3 sickness absences.
- Ensure personal absence requests are authorised and sent to the Human Resources team including any pay implications.
- Forward completed and authorised pay claims to the Human Resources team.
- Undertake face-to-face right to work checks (identity check) and qualifications during interviews.
- In strict adherence with the Keeping Children Safe in Education document, undertake appropriate checks on contractors, volunteers, work experience, third party staff and agency staff and update the Single Central Record.
- Undertake occasional DBS checks (usually completed by the Human Resources team).
- Plan and administer interview schedules in liaison with the Headteacher and candidates.
- Forward written authority for staff appointments, variations and terminations to the Human Resources team.

### **Support for the Trust**

- Be aware of and comply with policies and procedures relating to child protection, health and safety, security and confidentiality, reporting all concerns to the relevant Trust lead.
- To contribute to the overall ethos of the school/Trust.
- To undertake broadly similar duties commensurate with the level of the post as required by the Headteacher.
- Participate in the school's appraisal process.

### **Safeguarding**

- The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

### **Qualifications**

- Qualified to GCSE level or equivalent.
- Right to work in the UK.
- Diving Licence.

### **Knowledge and experience**

- Demonstrable office administration/receptionist/customer service experience.
- Computer literate, with experience of office and data handling IT systems.
- Ability to develop and maintain effective computerised and manual filing systems.

### **Personal qualities**

- Drive and enthusiasm for delivering a quality support service that consistently produces positive and demonstrable impact.
- Ability to work effectively and accurately, with excellent attention to detail.
- Ability to make sound judgements and assess/resolve problems at an operational level
- Professional integrity and resilience.
- Calm under pressure and able to manage conflicting priorities.
- Experience of working in partnership and collaboration; able to work effectively with a broad range of stakeholders.

**Values**

- Personal vision is aligned with the Inspire Partnership's high aspirations and expectations of self and others.
- Genuine passion and a belief in the potential of every pupil.
- Motivation to continually improve standards and achieve excellence.

**Other**

- This post is subject to an enhanced Disclosure and Barring Service check.

**Equality and Diversity**

- The Trust is committed to valuing diversity in employment, service delivery practices and its general environment. An expectation of all leadership posts within the Trust is that each individual will take responsibility for promoting inclusive and accessible service provision, staff development and a culture that values and respects difference.

**Representing the Trust**

- To act as ambassador for the Trust, ensuring that the needs and views of the Trust are fairly represented in external (including national and sector) forums and that opportunities are taken to enhance the reputation of the Trust and realise business development opportunities.

**Statement**

The list of duties in the job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your job, and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

Your duties will be set out in the above job description, but please note that INSPIRE maintains the right to update your job description from time to time, to reflect changes in or to your job. You will be consulted about any proposed changes.



## Person Specification

AREA	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> <li>Recognised appropriate qualifications.</li> <li>A commitment to continuing personal professional development.</li> </ul>	
Experience	<ul style="list-style-type: none"> <li>Previous experience of working in an office</li> <li>Multitasking and working flexibly</li> <li>Experience of working with people</li> <li>Demonstrable experience of working with systems and procedures</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working in an Attendance officer related role</li> <li>Experience of using databases</li> <li>Experience of working in a school</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>Awareness of and enthusiasm for INSPIRE education standards.</li> <li>Knowledge and awareness of current customer service principles and practice.</li> </ul>	
Skills	<ul style="list-style-type: none"> <li>A good level of computer skills. Familiarity with Microsoft applications, including: word, excel, Outlook and have internet skills.</li> <li>Excellent organisational skills and ability to prioritise workload.</li> <li>Excellent interpersonal and communication skills, in person, telephone and written.</li> <li>Ability to work independently and as part of a team.</li> <li>Excellent Customer Service Skills, with the ability to use discretion, patience, tact and respect for confidentiality.</li> </ul>	
Attributes	<ul style="list-style-type: none"> <li>The ability to communicate effectively with a wide range of people, including children, staff, parents, governors &amp; external agencies and maintain full confidentiality at all times.</li> <li>Flexibility, initiative and the ability to maintain a positive approach whilst working under pressure.</li> <li>A warm and welcoming manner.</li> <li>The ability to manage self &amp; time well.</li> <li>A positive approach to self-improvement.</li> <li>Ability to give advice and instruction in a helpful and professional manner.</li> <li>Helpful, caring, positive and informative.</li> <li>Able to work as part of a team.</li> </ul>	