

The Pathway Academy Trust

School(s) Culverstone Green Primary School
Name:
Job Title: Senior Office Administration Officer
Grade: KR5
Responsible to: Line Manager: School Business Manager



Purpose of the Job:

To provide administrative and organisational services to the school under the management and guidance of Head Teacher and staff.

Key duties and responsibilities:

- To provide a secretarial, administrative service and organisational service to the Head Teacher and other staff, keeping the diary up-to-date, making arrangements and appointments as necessary.
- Respond to reception and visitor enquiries, including answering the telephone and passing on messages as required.
- Monitor the arrival of visitors to the school and ensure that security systems are followed.
- Liaise with pupils, parents / carers.
- Liaise with other staff and external agencies.
- Analyse and evaluate data and information and run reports.
- Undertake word-processing and IT based tasks including operation of relevant equipment and advanced ICT packages.
- Organise meetings and take notes.
- Process forms, returns etc., including those to outside agencies.
- Contribute to the planning and development of administrative procedures and systems.
- Administration of attendance registers, checking absenteeism and reasons for absence. File letters of absence.
- Monitor any patterns of absence and liaise with SEAAS.
- Administration of requests for authorised absence. Record in registers.
- Record attendance information onto Arbor attendance module, looking for levels and patterns of absence.
- Maintain records on numbers of pupils entitled to FSM, ensuring correct paperwork is received detailing entitlement.
- Managing; organisation and administration of school texting / e-mail service.
- Assist with keeping records of any monies paid into the office e.g. sales of water bottles, hats etc.

Attendance:

- To ensure the electronic registration system is updated daily investigating any missing data with class teachers.

- To record student absences and late arrivals on Arbor, maintaining accurate attendance records.
- To act as the initial point of contact for parents regarding attendance issues - providing routine advice as required and explaining attendance expectations to parents in accordance with school policies.
- To make initial enquiries with parents / carers regarding unexplained absences / lateness – including first day calling / texting.
- To process and action pupil holiday requests.
- To issue routine correspondence to parents regarding attendance / absence requests in accordance with school procedure.

PA:

- To manage phone calls for the Head Teacher / SLT – screening calls, resolving issues with sensitivity and confidence, using initiative as required and referring on as necessary.
- To open and review any written / electronic correspondence / letters for the Head Teacher / SLT and draft responses as directed.
- To organize and support meetings, preparing agendas and minutes as required. To ensure that matters arising from meetings are dealt with by the appropriate people within agreed timescales.
- To handle all sensitive and confidential matters with discretion.

Personnel:

- Record staff details on Arbor and update as necessary.
- Monitor staff absences and report to the Head Teacher any employees who are causing concern or have reached the trigger point as stated in the TPAT Absence and Ill Health Policy.

Individuals in this role may also undertake some or all of the following:

- Organise arrangements for school visits and events.
- Monitor pupil attendance and run reports.
- Undertake personnel administration, such as DBS checks.
- Monitor and manage a limited range of stock within an agreed budget.
- Assist with producing marketing and promotion material for the school.
- Allocate work to administrative staff at lower levels on a regular basis.
- Demonstrate tasks to more junior colleagues on a regular basis.
- Administer medicines as prescribed by the GP and first aid to pupils to ensure their welfare at school.
- Ensure that first aid boxes are fully stocked at all times, replenishing and re-ordering items when necessary.
- Address the needs of pupils who are unwell or hurt during the school day.
- Support the registration and administration systems for Pupil Premium families.
- Assist SENCO with administration of SEN.
- Maintain weekly timetable for meetings, events etc.

GENERAL

- Be aware of and comply with all policies and procedures relating to child protection, health and safety, security and confidentiality, reporting all concerns to an appropriate person to ensure pupils' wellbeing.
- Support the safeguarding and welfare of children and young people within the school.
- Be aware of and support difference and ensure equal opportunities for all.

- Contribute to the overall ethos / aims of the school and appreciate and support the role of colleagues and other professionals to enable the school to fulfil its development plans.
- Participate in training and other learning activities and performance development as required. Share good practice with colleagues, receive support from others in areas of development.
- To fulfil any other duties as required by the Head Teacher with the agreement of the post holder.

This job description describes the way in which the post holder is expected and required to perform and complete the particular duties set out above.

It can be amended, in consultation with the Head Teacher, to reflect the changing needs of the school and should be reviewed annually.

Job Holder..... Date

Head Teacher..... Date.....

The Pathway Academy Trust

Person Specification: Senior Administration Officer

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	<ul style="list-style-type: none"> NVQ Level 2 or equivalent.
EXPERIENCE	<ul style="list-style-type: none"> Experience of development, management and operation of administrative systems. Experience of using Attendance Modules in Arbor is desirable.
SKILLS AND ABILITIES	<ul style="list-style-type: none"> Literacy and numeracy skills. Computer literacy - ability to produce a range of documents and reports, including non-standard reports, using Windows WP package, Excel spreadsheet and database functions. Supervisory skills. Interpersonal, organisational and administrative skills. Ability to develop and maintain effective computerised and manual filing systems. Ability to organise and prioritise workload to achieve deadlines. Ability to investigate complex queries and anomalies when required. Ability to take accurate notes and minutes of meetings. Ability to take a proactive approach to tracking action points from meetings and correspondence, in liaison with the managers concerned. Co-ordination skills when arranging meetings and appointments and arranging client care when required. Ability to monitor and process accurate financial records. Commitment to equalities and the promotion of diversity in all aspects of working. Able to use own initiative to solve problems and respond proactively to unexpected situations. Able to deal calmly, tactfully and effectively a range of people. Ability to show sensitivity and objectivity in dealing with confidential issues.
KNOWLEDGE	<ul style="list-style-type: none"> Knowledge for implementing a range of administrative procedures, including use of relevant ICT packages and systems. Knowledge of the School's Record Retention Policy. An awareness of Freedom of Information (FOIs) and Subject Access Request (SARs) procedures and protocols. Knowledge of a range of IT systems. Knowledge of computerised and manual filing systems. Awareness of Data Protection and confidentiality issues. Staff will be expected to have an awareness of and work within national legislation and school policies and procedures relating to health and safety.