**Job Description – Administrator**

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| Job Purpose | To help deliver the School’s aims and objectives by delivering exemplary and consistent standards of administrative support to the whole school. |
| Accountable to: | Data and Office Manager |
| Accountable for: | No line management responsibility |
| Accountabilities | **Reception**   * Provide a friendly, welcoming and professional visitor greeting experience at all times * Provide efficient and effective calls handling services during school opening hours * Be the first point of contact for all members of the school community, providing factual responses where appropriate or referring to others as appropriate to the circumstances * Respond to enquiries emails and voicemail messages promptly and effectively * Be responsible for visitor management, ensuring that relevant School and GDST safeguarding and H&S policy and procedures are adhered to by all visitors   **Administration**   * Provide administrative support to the whole school including the Senior Leadership Team; Junior SLT; Heads of Department; Heads of Year; Sixth Form Office; Phase Leaders; Careers; the Head Girl Team, Forum Council and School Captains; Support Staff teams; and, individual members of staff and pupils as necessary to facilitate the smooth running of the school. * Working under the direction of the Data and Office Manager and in collaboration with colleagues in the team, support the school in a range of areas including but not limited to:   + calls and visitor management   + secretarial and communications support   + calendar and diary management   + meeting room and travel bookings   + meeting arrangements and support including note taking   + hospitality bookings and arrangements   + postal administration   + filing and archiving   + space and storage management   + noticeboards and displays   + data management   + administration of annual reports and returns including censuses and travel surveys   + procurement of stationery, books and general purchases   + reprographics and document production and finishing services   + stationery inventory management   + text book inventory management   + departmental inventory management   + co and extra-curricular trips administrative support   + support with clubs, day care and holiday camps administration   + assistance with administration of lettings   + event planning, management and support   + timetabling support including re-rooming requests and maintenance of peripatetic timetables   + administration of daily cover allocation   + administrative support for HR activities   + administrative support for project work   **Management of Resources**   * Ensure that stocks of stationery, general and printing consumables, stamps, postal credits and items for resale are maintained securely to meet the school's needs at all times, monitoring usage and expenditure against budget as necessary and keeping records, including periodic stock counts, to facilitate cost control and financial reporting * Take responsibility for incoming deliveries, following policy and guidance to ensure safe receipt, compliance with internal controls and external requirements - including those stipulated by examination boards - and maintenance of safe and well-presented premises at all times * Administer office floats, handling of cash and sales of goods, tickets etc in accordance with relevant policies and internal controls * Ensure that maintenance of office and reprographics equipment is managed cost effectively to ensure maximum up time to meet operational requirements and in line with health and safety policy and guidance. Placing support calls, tracking contractor performance against SLAs and managing the supplier day-to-day supplier relationship as necessary   **Teaching & Learning**   * Support teaching and learning by assisting academic staff to prepare, produce and distribute, in accordance with required timescales, printed materials as necessary, including letters, learning resources, reports, exam papers and other similar material, liaising with external printers if necessary * Support academic staff by assisting with setting up and clearing away materials for activities in lessons, mounting of displays, presentations and visual aids and assisting with lesson delivery and/or pupil supervision where necessary * Participate in a rota to ensure the supervision of pupils at ‘social times’ during the school day   **Pastoral care**   * Monitor SIMS registration module, contacting parents in all cases, after registers close, of unexplained absence, making amendments to registers and advising appropriate members of staff as necessary. Ensure copies of form registers are available daily for fire/emergency evacuation * Provide a supportive and sympathetic point of contact for pupils or parents in distress, summoning assistance as required and chaperoning pupils as required * If qualified, provide emergency first aid to staff and pupils in the absence of other first aiders   **Educational visits support**   * Support the Data Manager and Administration Team Leader with maintenance of consent forms - chasing up missing returns where required, monitoring the completion of Evolve procedures, assistance with trips correspondence, production of trip packs etc * Support trip leaders with administrative aspects including travel and accommodation bookings, procurement of tickets, entry passes, administrative liaison with trip providers, dining arrangements etc   **Marketing and external links**   * Take responsibility for ensuring that visitors' first impression of the school is a good one, maintaining an excellent standard of presentation of reception areas at all times including maintenance of marketing displays and materials held in reception areas and responding positively to all requests for information * Support the marketing team with copywriting, proofing and distribution of bulletins, letters and other correspondence to parents and maintenance of copy correspondence on Firefly and other media as required * Support Heads of Department and Phase Leaders with preparation of materials for open mornings, information evenings, parents conferences and other curriculum activities and events and attending and supporting such events as necessary * Assist with the preparation and production of high quality school printed and digital marketing materials, which may include elements of graphic design, desk top publishing and document finishing techniques * Support Enterprises revenues by delivering a commercial reprographics service to the local and wider GDST community   **Training and development of self and others**   * Help to foster a service orientated, ‘can do’, approach and a culture of support within the administrative team, ensuring that there are mutually supportive working relationships between academic and support staff * Identify opportunities for change and improvement and propose solutions for the benefit of the school * Participate in training and CPD activities and sessions offered by the school, the GDST and other external agencies in order to further relevant knowledge and skills and keep up-to-date with technical, safeguarding and health and safety requirements relevant to the role * Regularly review own practice, set personal development targets and take responsibility for own continuous professional development   **Health and Safety**   * In the event of the fire evacuation, undertake allocated duties outlined in the fire evacuation procedure * If qualified, provide emergency first aid to staff and Pupils   **General**  The postholder may be required to carry out *ad hoc* other duties within their level of competence from time to time, not limited to but including:   * Attendance at meetings, briefings etc to take notes * Porterage of papers, files, documents, stationery, goods, furniture, equipment, cash and other items including errands on behalf of the school * Erection and dismantling, conveyance and storage of displays, exhibitions, stalls etc * Fire and emergency evacuation duties as required * Supervision of classes and forms, including taking registers * Assistance with traffic management and parking at any of the school sites * Driving the school van or car * Reasonable other duties as requested by the Data Manager and Administration Team Leader to cover the continuing operation of the School |
| **General requirements** | All staff are expected to:   * Work towards and support the School vision and the current School objectives outlined in the School Development Plan. * Contribute to the School’s programme of extra-curricular activities. * Support and contribute to the School’s responsibility for safeguarding students. * Work within the School’s Health and Safety policy to ensure a safe working environment for staff, girls and visitors * Work within the GDST’s Diversity Policy to promote equality of opportunity for all girls and staff, both current and prospective. * Maintain high professional standards of attendance, punctuality, appearance, conduct and positive, courteous relations with students, parents and colleagues. * Engage actively in the performance review process, and training and development opportunities available. * Adhere to policies as set out in the GDST Council Regulations, GDST Hub and GDST circulars. * Undertake other reasonable duties related to the job purpose required from time to time. |
| **Review and Amendment** | This job description should be seen as enabling rather than restrictive and will be subject to regular review. |

**August 2021Person Specification**

**Skills Required**

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| Ability to work effectively both in collaboration with other professionals/teams and also on own initiative | Essential |
| Excellent interpersonal skills, particularly the ability to relate to young people, parents, colleagues and external agencies with sensitivity, tact and diplomacy | Essential |
| Excellent organisational skills, methodical approach and ability to multi task | Essential |
| Good time management, including ability to prioritise and organise own workload and to work to deadlines | Essential |
| Intermediate ICT skills, particularly relating to Microsoft Office applications, SIMS and other school information systems | Essential |
| Excellent written and oral communication skills | Essential |
| Demonstrable competence to an intermediate level in a variety of administrative skills – telephony, typing, note taking, diary management, word processing, use of spreadsheets and other office software and equipment including print room equipment | Essential |
| Excellent telephone manner | Essential |
| Sufficient literacy and numeracy to write clear messages and to keep statistical records | Essential |
| Reprographics skills, including use of printroom printing and finishing equipment, desktop publishing and basic graphic design | Desirable |

**Knowledge Base**

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| Knowledge of office equipment maintenance regimes and documentation methods | Desirable |
| Understanding of child protection and safeguarding | Desirable |
| Knowledge of printroom printing and reprographics | Desirable |

**Attainment**

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|  | Level |  |
| Secretarial or Business Administration qualification or the equivalent gained through experience | NVQ level 2 or equiv | Desirable |
| Database administration or data management qualification | CITB, C&G, or NVQ Level 2 | Desirable |
| SIMS administration training | Intermediate level | Desirable |
| Microsoft office applications training | Intermediate | Desirable |
| Recognised typing qualification |  | Desirable |
| Customer service training | Any | Desirable |
| Telephony systems training | Any | Desirable |
| Reprographics/Printroom equipment training | Any | Desirable |
| Up to date First Aid at Work Qualification |  | Desirable |

**Experience**

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| Experience of dealing with the public face to face and on the telephone | Essential |
| Creating appropriate documentation in administrative procedures | Desirable |
| Printroom or reprographics experience | Desirable |
| Experience of operating a switchboard | Desirable |

**Personal Attributes**

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| Focused, determined and action oriented – gets the job done despite obstacles/impediments | Essential |
| Methodical and precise with excellent attention to detail | Essential |
| Analytical and numerate | Essential |
| Honesty and integrity - proven experience of handling sensitive situations with tact and diplomacy and with complete respect for confidentiality | Essential |
| Professional and approachable attitude | Essential |
| Reliable and punctual | Essential |
| Able to work to deadlines | Essential |
| Willingness to learn new skills | Essential |
| Self-motivated with a positive ‘can do’ approach to work | Essential |
| Calm approach | Essential |
| Well presented | Essential |
| Able to, on occasion, work outside usual school working hours | Desirable |