

Job Description

Job Title:	General Administrator
Location:	Isca Academy
Responsible To:	Assistant Head Business and Operations
Salary Grade:	C
Contract:	Full time (Term time only)

Key Purpose of Job

To provide general administrative support where required.

Anticipated Outcomes of Post

A professional effective and efficient service that meets the needs of the School.

List Key Duties and accountabilities of the post

1. Assist with the input of data regarding student attendance, progress and key information.
2. Be the first point of contact for the School, providing a friendly, professional and efficient service.
3. Welcome visitors and respond to telephone and email enquiries, taking responsibility for ensuring that all actions are efficiently followed up and completed.
4. Ensure the safety and security of the School at all times, making sure that entry to the building is controlled, visitors and students are supported and managed and safeguarding procedures are followed.
5. Responsible for supporting on Interview Days – moving candidates from room to room at the right time and/or supporting with student panels by collecting the students.
6. Assist with communications to parents/carers and staff, receiving and passing on information between parents/carers and staff.
7. Undertake bulk printing, letters to parents etc where required.
8. Support with the administration of trips and events.
9. Assist with stock taking and ordering of resources and uniform.
10. Receive and post packages / mail and liaise with the on-site facilities management team to ensure parcels and deliveries are relocated to the resources room.

11. Assist with logging any building related requests with the Pinnacle Helpdesk and/or advising the caretakers directly; including room set ups, maintenance issues, portorage, reserving car parking spaces etc.
12. Assist in providing hospitality for visitors and events as required by keeping adequate stock of supplies for teas/coffees and trolleys, including the liaison with the Kitchen Manager and Finance Assistant for hospitality requests.
13. Provide general administration where required.

Whole School Duties As Required

14. Provide cover for reception.
15. Support invigilation for Examinations.
16. Provide administration for Examinations.
17. Provide administrative support for Celebration/Awards Evenings.
18. Provide administrative support for Parents Evenings.
19. Adapt to the changing needs of the School.
20. Accompany teaching staff and students on visits, trips and out of school activities where required.

All adults in the Academy have a statutory responsibility for the welfare and safety of children and young people and will be subject to regular DBS checks.

Supervision / Line Management Responsibilities of the post

1. None

Working Environment & Conditions of the post

1. Normal office environment

Other Duties

- a) To undertake additional duties as required, commensurate with the level of the job.
- b) To contribute to the effective working of the School.
- c) Maintain positive, professional relationships with students, parents / carers and teachers.

- d) Maintain a presence around the school to ensure that the highest standards of behaviour and site-usage are upheld.
- e) To participate in induction training, staff review processes and professional development opportunities.
- f) All staff must commit to Equal Opportunities and Anti-Discriminatory Practice.
- g) The School operates a Smoke-Free Policy and the post-holder is prohibited from smoking in any of the School buildings, enclosed spaces within the curtilage of buildings, and School vehicles.
- h) The post-holder will be expected to have an agreed working pattern to ensure that all relevant functions are fulfilled through direct dialogue with employees, members of other agencies and community members.
- i) The post-holder is expected to familiarise themselves with and adhere to all relevant School Policies and Procedures.
- j) The post-holder must comply with the School's Health and Safety requirements.
- k) The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.

As this post meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, all applicants who are offered employment will be subject to an Enhanced Disclosure and Barring Service Check (DBS) before the appointment is confirmed. This will include details of ALL cautions, reprimands or final warnings as well as convictions, whether "spent" or "unspent". Criminal convictions will only be taken into account when they are relevant to the post.

Person Specification

Area	Job requirements	Essential/ Desirable	Evidence
A. Qualifications and Professional Development	GCSE English and Maths (grade C or above) or equivalent level of experience Willingness to identify and take part in relevant self-development opportunities	E	A, C, I
B. Experience	Experience of working in a customer facing role Administrative experience gained in a busy working environment	D	A, I
C. Knowledge/ Skills	To work under pressure and prioritise workload to meet deadlines Ability to remain calm in complex and pressurised situations The ability to fulfil all spoken aspects of the role with confidence and fluency in English. Good interpersonal skills. Ability to communicate confidently at all levels and develop and maintain effective working relationships Good level of written and verbal skills (including an excellent telephone manner) Ability to exercise discretion and maintain confidentiality Highly developed organisational skills with the ability to multitask. Can work flexibly and on own initiative Ability to carry out detailed work whilst maintaining accuracy and attention to detail. Accurate typing skills Good standard of ICT skills, including Microsoft Office applications, in particular Word, Excel, PowerPoint and Outlook	E	A, I
	Understanding of Health & Safety procedures, Child Protection issues and the Data Protection Act.	D	
D. Other Conditions	Must pass relevant safeguarding of children checks	E	C

Key to Evidence:

- A – Application Form & Letter
- C - Certificates
- I – Interview
- R - Reference