

## JOB DESCRIPTION

### ADMINISTRATION MANAGER

<b>Job Title</b>	Administration Manager
<b>Responsible to</b>	Headteacher
<b>Responsible for</b>	Administration Team
<b>Key Internal Contacts</b>	Other staff within the Administration team Staff in other departments within the Service Staff in other Services in the Region Central Office Staff
<b>Key External Contacts</b>	Service User relatives, advocates and others Placing Authorities and Service Providers Registration, Regulatory and Inspection bodies Local Services – Statutory, Voluntary and Community Neighbours

### JOB PURPOSE

To work alongside the Headteacher to effectively develop and manage the Administration Team to provide a comprehensive, confidential administrative support to the Service. To be responsible for the planning, development and implementation of HR and administrative services within the school.

- The Administration Manager is responsible for providing administrative management services to the school. This includes overseeing the Admin Department and maintaining high standards of HR, maintaining administration services and efficiency and supervising the office staff.
- Ensure all stakeholders benefit from high standards of service.
- Member of the SLT and responsible for the Administration Department to provide the school with a safe environment for all people – pupils, staff, visitors and contractors.
- Main point of contact for central services – including HR, Recruitment, Resourcing and IT.

### RECEPTION

- To ensure reception staff handle incoming calls to the service, taking detailed and accurate messages and relaying them promptly to the appropriate person.
- To ensure visitors are welcomed in a professional and courteous manner and promptly ensure that the appropriate person is informed of their arrival, arranging refreshments as required.
- To ensure that identification is seen and verified for all visitors to the site.
- To ensure meeting room diaries are maintained and ensure that any facilities required for meetings are provided e.g. refreshments, flip chart, projector, screen.

- To ensure that all post deliveries are forwarded to appropriate staff.
- To ensure the reception / office area is maintained so that it presents a tidy professional image of the service.
- To ensure the receipt of deliveries and that they are distributed accordingly.
- To manage and maintain the electronic door and gate fob systems.

#### **LINE MANAGEMENT**

- Take charge of day-to-day management including people management issues of the admin department as required.
- Ensure that all Administrators within the team fulfil their duties effectively and timely.
- Assist in the recruitment, training and ongoing development of staff as required .
- Undertake agreed delegated management responsibilities on an ongoing basis for example supervisions, annual appraisals, probation reviews, return to work meetings and manage sickness and absenteeism, involvement in disciplinary, capability, grievance and other people management procedures in accordance with Company policy.
- Raise awareness of Company policies and procedures and standards set by the Regulatory Body to staff members.
- Ensure that regular team meetings are conducted in line with Company policy and standards set by the Regulatory Body.
- Delegate responsibilities based on competence of staff and needs of the Company and review in order to promote teamwork and communication.
- Ensure any areas of insufficient staffing levels are reported to the relevant manager and that cover is provided to meet shortfalls.
- Hand over to other staff and teams as required.
- Ensure that staff exhibit the values set out by the Company and uphold standards of behaviour in accordance with Company policies.

#### **REFERRALS, ASSESSEMENTS, ATTENDANCE, ADMISSIONS AND EHCP/EPEP REVIEWS**

- To ensure that requests for information for potential referrals are sent out promptly.
- To ensure that arrangements for admissions and reviews are co-ordinated, ensuring that all deadlines in the company policy are complied with, reports prepared and distributed in good time and records of action prepared and distributed.
- To assist the Head of Service and Headteacher as required with regulatory processes, including maintenance of the Single Central Record (SCR).
- To ensure that the current MIS is maintained of all children / young people, parents / guardians, social workers etc.

- Assist with marketing campaigns including coordination of invites and room preparation.
- To act as Attendance Officer for the school, monitoring pupil attendance and raising concerns on a weekly basis to the Headteacher and then following up accordingly.
- To act as EHCP/EPEP coordinator, assisting the school SENCO with the tracking, booking and administration of all EHCP annual reviews and related paperwork.

## **HR/PERSONNEL**

### **In liaison with Central HR Teams and Senior Managers within the Service to monitor and ensure the following:**

- The set-up and maintenance of a personal file for each staff member through effective administration of Reach (Recruitment), PeopleXD and Info-Exchange (staff-database) systems as required.
- The administration of the recruitment process in accordance with standards set by the Regulatory Body and Company policies and procedures, including recruitment open days.
- Support and advise managers on the recruitment process ensuring that all recruitment is fair and follows Company policy.
- That all offer letters, contracts and variations are accurate and timely.
- That DBS applications are accurate and processed in a timely manner.
- To give first line advice to staff and managers on published Company policies and procedures.
- To relay People Management advice to managers with assistance from the Central HR Team.
- To assist staff and managers in locating and applying Company policies and procedures including the timely application of processes as dictated by employment law.
- That all records regarding staff supervision and appraisals are updated and filed/uploaded appropriately.
- Organise and collate reports ahead of SLT meeting, attend, note take and distribute actions.
- To ensure systems are in place to maintain confidential staff records, and to ensure that staff records held in the school by others are kept secure and confidential.
- To provide advice and guidance on policies and procedures to all staff.
- If necessary, assist in disciplinary cases, investigations, writing letters, reports, minutes taking and decision making.
- If necessary, to assist and advise management in the disciplinary process in matters of time keeping and attendance, ensuring that all steps of the procedure are rigidly met.
- When required issue employee contracts including the development of new contracts and amending existing contracts and terms and conditions ensuring compliance with relevant HR legislation and company policy.
- Monitoring and assist with sickness and absence, short term and long-term issues.

- Organise and attend welfare calls, home visits and formal absence meetings.
- If necessary, complete and oversee the administration of all safe recruitment and pre-employment checks.
- Ensure the recruitment process meets the schools strict safeguarding policies and Ofsted framework.
- Ensure all HR systems are kept up to date, including PeopleXD, Reach, employee files and Single Central Register.
- Ensure all paperwork is stored both digitally and paper copy on staff files.
- To assist and offer advice to management in resolving all people related issues.
- Deal with any HR problems/issues/grievances/complaints.

## **GENERAL**

- To provide an effective, timely and confidential administration support to staff and managers as required.
- To ensure that relevant records and documents are kept up to date and are stored securely and confidentially at all times.
- To respond timely and with flexibility to urgent or last-minute staff/service requirements as a service providing function.
- To support other members of the Administration Team with work that requires extra members of staff to complete the tasks.
- Ensure awareness that the service operates to agreed budgets and contribute to keeping within these budgets as instructed.
- Exercise vigilance in respect of Health and Safety and promptly report all hazards and/or remedy them where appropriate. Undertake all duties in a manner calculated to minimise or avoid unnecessary risks, personally or to others.
- Operate at all times in accordance with Company policies and procedures, with particular reference to Safeguarding, Adult/Child Protection, Complaints and Representations and Behaviour Policies.
- Participate in training and take responsibility for personal development.
- Participate in team meetings, supervisions and annual reviews in accordance with Company policy and the standards set by the Regulatory Body.
- Work to promote the Service as a valued, professional asset within its community and also to promote a culture that individuals and staff conduct themselves at all times in a manner that reinforces this image.
- Ensure that all actions taken are in the interests of the Service Users and the Company.
- To work to and exhibit the values of the Company and maintain standards of behaviour in accordance with Company policies, procedures and practices.
- To carry out any other reasonable and relevant duties as required.

## **Safeguarding**

The post holder will:

- Be aware, following training, of the current legal requirements, national policies and guidance on the safeguarding and promotion of the well-being of service users.
- Know how to identify potential abuse or neglect and follow safeguarding procedures.

#### **Equal Opportunities**

- At all times and on all occasions to promote and comply with the school's commitment to Equal Opportunities.

#### **Health and Safety**

- Have a primary duty of care to self and ensure that appropriate health and safety practices are performed effectively to self and others.

#### **Confidentiality**

- It is expected that all employees understand the nature of the work is confidential and details about users of our services should not be divulged to members of the public. If there is a breach of this confidentiality, this may result in disciplinary action being taken.

#### **Other Duties and Responsibilities**

***A job description can never be fully descriptive and exhaustive of unforeseen changes or circumstances. It is expected that staff will, within reason, respond to unforeseen circumstances and emergencies as they arise, commensurate with their qualifications, experience and the situation.***

**This job description sets out the duties of the post at the time it was drawn up. The post holder may be required from time to time to undertake other duties within the school as may be reasonably expected, without changing the general character of the duties or the level of responsibility entailed.**



**PERSON SPECIFICATION**

**ADMINISTRATION MANAGER**

	Essential	Desirable
<b>Experience</b>		
Relevant experience within an administration role	✓	
Relevant experience in a management role	✓	
Experience of working with young people/young adults with autistic spectrum disorders and/or challenging behaviour		✓
Experience of working within an education/residential setting		✓
<b>Skills, Knowledge and Aptitudes</b>		
Good knowledge of administration practices and applications	✓	
Good knowledge of a specialist area		✓
Good knowledge and understanding of people management	✓	
Effective leadership skills	✓	
Ability to motivate a team and individuals	✓	
Effective communication skills, verbal and written	✓	
Ability to work independently and as part of a team	✓	
Effective communication skills, verbal and written	✓	
Good IT skills	✓	
Good organisational and time management skills	✓	
Ability to draft correspondence including letters and memos for internal and external Recipients	✓	
<b>Qualifications and Training</b>		
Willingness to work towards other relevant qualifications as required	✓	
Undertake relevant group induction training on commencement	✓	
<b>Other</b>		
Commitment to the values of the organisation	✓	
Driving licence		✓