

The Grange Therapeutic School

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Therapeutic School

JOB DESCRIPTION

Job Title:	Pupil Administrator/ Exams Officer
Responsible to:	Laura Townsend - Office Lead
Base:	The Grange Therapeutic School, Knossington, LE15 8LY
Liaises with:	Colleagues, SLT, parents, carers and agencies relevant to the care of children and families.
Conditions of Service:	This post is subject to terms and conditions of the employment of Outcomes First Group and The Grange Therapeutic School

Job Summary

To plan, organise and provide administrative support to the Headteacher and Senior Leadership Team in an efficient, effective and timely way and in compliance with the requirements of Outcomes First Group Education and Care. To be responsible for the efficient and effective running of the administration of all internal and external examinations within the school, including liaising with staff, pupils, invigilators and examination boards, adhering to national regulations and guidelines. To maintain all pupil records and communication to a high standard,

Responsibilities

- Administrative contribution to Ofsted inspections
- Assist in the collation and printing of the termly student magazine and end of term school reporting cycle
- Transport/Taxi Liaison
- To handle incoming calls to the service, taking detailed and accurate messages and relaying them promptly to the appropriate person
- To welcome visitors 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

Duties

- Provide word processing, administrative and clerical services in a professional and confidential manner to ensure correspondence is handled in a timely and appropriate manner and that good relations are maintained with parents, Local Authorities and other bodies
- Plan and support internal and external enquiries, a reception of visitors and a busy switchboard
- Co-ordinate and support responses to emails, letters and telephone enquiries in a professional and sensitive manner

- Support and assist in the preparation of routine and monthly reports where necessary
- Liaise with Senior Leadership Team and Heads of Departments to support them in fulfilling their roles and ensure compliance with school procedures

Reception, answering telephone calls, taking messages

- To be responsible for managing the effective and efficient management and administration of external examinations in accordance with the Joint Council for Qualifications (JCQ¹) regulations (on behalf of the JCQ member awarding bodies) and/or awarding body rules for exams administration in a consistent and secure fashion, thereby helping to maintain the integrity and security of the assessment process
- To ensure all pupil records are kept up to date on both internal and external systems.
- Essential skills and competencies
- Must be experienced in Microsoft Word, Excel, Power Point and Outlook

Excellent customer care skills

- Able to deal with complex enquiries, correspondence and reports
- Good standard of presentation and interpersonal skills - able to act as a reliable and effective first point of contact
- Sound organisational and planning skills, with a flexible approach
- Able to provide accurate reports and maintain electronic and manual data systems
- Able to work well under pressure, meeting multiple deadlines
- Driving licence and car due to location.
- Desirable skills and competencies
- NVQ Level Two or equivalent in Business Administration or a minimum of three years in a busy office environment
- Experience of working within an educational setting
- Personal characteristics
- Must be honest, trustworthy and reliable
- Able to satisfy pre-employment checks including a DBS check
- Empathetic to working with young people with special educational needs and their families and carers.

To be noted:

- o This is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other duties which fall within the grade of the job, in discussion with their line manager. • This job description will be reviewed regularly in the list of changing service requirements and any such changes will be discussed with the post holder.
- o The post holder is expected to comply with all relevant OFG policies, procedures and guidelines, including those relating to Equal Opportunities, Health and Safety and Confidentiality of Information.

The Grange is committed to the safeguarding of children and expects all staff and volunteers to share this commitment. All appointments are subject to a satisfactory enhanced DBS clearance, safeguarding checks and references.

¹JCQ^{QC} is a membership organisation comprising the eight largest providers of qualifications in the UK. The JCQ is a not for profit Community Interest Company, limited by guarantee. It is funded by its members.

Members: AQA (AQA Education Ltd), CCEA (Northern Ireland Council for Curriculum, Examinations and Assessment), City & Guilds, NCFE OCR (Oxford Cambridge and RSA Examinations), Pearson, SQA (Scottish Qualifications Authority), WJEC

PERSON SPECIFICATION

The Grange Therapeutic School

Training & Qualifications	ESSENTIAL	DESIRABLE	HOW TESTED
	Educated to GCSE C/4 or above in English and Maths or equivalent.	NVQ Level Two or equivalent in Business Administration	Show certificates of qualifications at interview
Experience	At least 3 years' experience working in a busy office environment		Application form. Assessed at interview and references.
Knowledge & Skills	<p>Confident using Word, Excel, Outlook, PowerPoint and other office applications.</p> <p>High standard of attention to detail.</p> <p>Must be able to handle sensitive and confidential data.</p> <p>Must be able to work on own initiative, manage own workload, prioritise and meet deadlines in a fast paced environment.</p> <p>Good personal organisational skills.</p> <p>Demonstrates the ability to communicate in a calm and empathetic manner whilst under pressure.</p> <p>Experience of Minute Taking</p> <p>Reporting data in an accurate manner.</p>	<p>Knowledge of safeguarding and attendance legislation/good practice.</p> <p>An understanding of the needs and difficulties of young people with mental health problems or other areas of SEN.</p> <p>An ability to apply existing knowledge to a SEMH education context.</p>	<p>Application form.</p> <p>Interview and references.</p>
Other	<p>An ability to interact effectively with staff from all disciplines and work hard as part of a team.</p> <p>Desire to "go the extra mile" in the best interests of the school</p> <p>Good sense of humour and to be able to place events in perspective.</p> <p>Ability to work independently, reliably and consistently with work agreed and managed at regular intervals.</p> <p><u>Own vehicle is essential due to the location of the school, no public transport is available.</u></p>	Experience of working within an education system.	Application form, interview and document check.

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