

Job Description – Administrator

Job Title: Administrator

Location: **Dibden Park School**

Reports to: Office Manager

Job Purpose:

To welcome visitors into the school and provide administrative support for the school, ensuring that the services are provided in an efficient, effective and timely way and in compliance with the requirements of the group and the school senior leadership team.

Key Contacts:

Internal

- Other staff within the Administration team
- Staff in other departments within the Service
- Staff in other Services in the Region
- Central Office Staff

External

- Parents and carers
 - Service Providers
 - Regulatory and Inspection bodies
 - Local Services – Statutory, Voluntary and Community
 - Neighbours
-

Overall purpose of Job:

- To be the first point of contact for Dibden Park School reception, providing a comprehensive and flexible reception and administrative service for staff and visitors.

Principle Duties:

- Answering calls and ensuring information received via mail, telephone or email is effectively processed or forwarded, ensuring high quality communication at all times.
- Answering queries and providing accurate messages to ensure that all customers are dealt with promptly and appropriately, with diplomacy and discretion.
- Greeting visitors, checking validity of visit, issuing visitor passes where necessary and maintaining accurate record of visitors.
- Welcoming candidates for interview, taking copies and verifying ID.
- Providing refreshments to visitors as required.
- Update, modify and retrieve data on both manual and computerised systems, as required, working within the appropriate deadlines and highlighting discrepancies in order to provide accurate and useable statistics for management (to include, but not limited to: Admissions Register, iSAMS and DfE forms).
- Opening and distributing post. Signing for and receiving deliveries.
- Arranging the return of IT equipment as necessary.
- Dealing with outgoing post.
- Setting up confidential files for new pupils ensuring Data Protection is adhered to.
- Taking on the role of Examinations Officer.
- Providing PA support to the Head Teacher.

Job Description – Administrator

- Assisting with the booking and administration of offsite activities.
- Monitoring stationery and providing order request to manager.
- Checking photocopiers daily and ensuring adequate paper levels maintained.
- Maintaining the reception/ office area so that it presents a tidy and professional image of the service.

Other duties

- All staff are required to manage effective personal development as part of the Company's commitment to invest in staff as the key resource in the organisation.
- Each individual must ensure that they meet their statutory responsibilities with regard to Health & Safety, Equal Opportunities and other relevant legislation, and should conform to professional and ethical requirements.
- Safeguard and promote the welfare of children and young people
- Any other appropriate duties as allocated by the School Business Manager.

The above serves as a guide and is not exhaustive; all professional staff are expected to undertake other duties and projects as may be reasonably required by the Headteacher. You will be working as part of a friendly administrative team and may be asked to provide extra support within the office during busy periods, working together in a mutually supportive way towards shared priorities.

I have read through the job description and agree to perform the duties as outlined above

Job Holder's signature

Name: _____

Signed: _____

Date: _____

Signed on behalf of the OFG Group

Name: _____

Title: _____

Signed: _____

Date: _____

Job Description – Administrator

Person Specification

	Essential	Desirable
Education & Qualification		
Minimum of 3 GCSE qualification or equivalent (including Math & English)	✓	
NVQ 2 Customer care/reception duties or equivalent		✓
Experience, knowledge & understanding		
Ability to compose clear, accurate reports	✓	
A good working knowledge of effective administrative systems and processes	✓	
Experience of reception work	✓	
Experience of working in an educational or social care organisation		✓
Technical & Professional Skills		
Excellent interpersonal skills with a confident telephone manner	✓	
Able to prioritise own workload and to work to deadlines	✓	
Computer literate with good keyboard skills	✓	
Open and attentive listening skills	✓	
Experience in working with Management Information Systems (MIS)	✓	
Personal Qualities		
Able to demonstrate effective communication	✓	
Able to work using own initiative and manage own time	✓	
Able to work with and be sensitive to needs of children and their families	✓	
Be customer focused	✓	
Confident telephone manner and ability to write down accurate messages	✓	
Ability to work with highly confidential information	✓	
Pays close attention to detail of data management	✓	
Speak and act professionally at all times	✓	
Miscellaneous		
A strong commitment to Equal Opportunities in all work process	✓	
A strong commitment to the safeguarding of the vulnerable young people in our care.	✓	
A strong commitment to health and safety.	✓	
Must possess a full driving licence		✓