



JOB DESCRIPTION

Post:	General Administrator
Reports to:	Office Manager
Grade:	6-9 (pro rata)
Contract duration:	Permanent
Hours of employment:	36 hours per week, (term time only). Some evening work may be required at various times during the year. Notice will be provided and this may be claimed as 'time off in lieu'.

Overall Purpose

The General Administrator will work within a team, and be expected to show flexibility and teamwork skills in order to deliver effective admin support through a range of tasks. They will be supported and managed by the Office Manager who will set tasks on a daily basis.

The General Administrators will work collaboratively under the direction of the Office Manager to provide effective general admin support to Faculties, SLT and Pastoral Leaders. They will provide support through undertaking a variety of administrative tasks. As the first point of contact, they will create a welcoming and professional image to parents and other members of the wider community contacting the School via telephone or email, or visiting in person.

Summary of major duties and responsibilities:

Front Office

- On a rota-basis perform receptionist/switchboard duties, acting as first point of reference for receiving callers, children, parents, visitors and telephone enquiries.
- Offer a helpful, friendly, approachable and professional service to students, parents, visitors and colleagues at all times and take appropriate action on own initiative to resolve routine issues or referring matters to appropriate member of staff.

- Issue visitor badges, check photo ID of external visitors, and DBS certificates if working with students.

School Communications

- Format collated information for internal school publications under the direction of the Office Manager.
- Manage info@ emails. Daily monitoring incoming messages and forwarding to the appropriate staff.
- Production of weekly Hendon News. To include collation of information; formatting; distribution internally and to external stakeholders.
- Make changes and circulate contact lists for staff when requested.
- Allocate post trays to new members of staff and remove trays no longer needed when requested.

Managing Resources

- Place stationery orders and check stock levels as requested by the Office Manager.
- Follow procedures to manage room bookings for shared meeting spaces.
- Arrange courier and recorded deliveries as requested by the Office Manager.

Record keeping support for SLT

- Booking of CPD courses as and when approved by DHT.
- Maintain accurate records of CPD courses attended.
- Maintain accurate records of Appraisals.
- Maintain accurate records of monitoring across the School.
- Providing admin support to the Office Manager on a termly basis to ensure accurate data is returned in each School Census.

Supporting behaviour record keeping

- Produce of behaviour reports from SIMS as delegated by the Office Manager
- Input of incident forms onto SIMS and production of detention report as delegated by the Office Manager.
- Provide administrative support to the permanent and fixed term exclusion process, to include: Liaising with School Governors, parents and senior staff in coordination of exclusion meetings.
- Typing statements, redacting the evidence pack, collating the paperwork and copying to ensure that it is sent to all within agreed timescales.

Support Attendance Monitoring (on allocated days)

- Check accuracy and completion of registers ensuring no missing marks or unexplained absences.
- Contact parents where a child's absence has not been explained
- Input timely information, i.e. exams, education visits, work based learning appointments, absences etc.
- Operate the late gate system including recording latecomers to school

- Follow school policy of 'first day contact'.
- Collate information for internal school reports under the supervision of the Office Manager.

General Administration

- Produce template letters (including using mail merge) for a variety of topics as delegated by the Office Manager.
- Complete large-scale photocopying jobs on behalf of teachers and leaders as delegated by the Office Manager.
- Assist in the provision of refreshments for internal meetings and school events as delegated by the Office Manager.
- Support School events such as Prospective Parents Evening and Year 6 Induction Day by completing tasks such as collating packs, letters and setting-up as delegated by the Office Manager.
- Make phone calls to set up appointments with Heads of Year for admissions for in year applicants as delegated by the Office Manager.
- Attend meetings to take notes where appropriate.
- Provide administrative support to other events and tasks in the academic year such as SMART futures, Enrichment Days, CATS testing administration and 'Options' as delegated by the Office Manager.

Other Duties

- Invigilate exams as requested and provide admin support to examinations as delegated by the Office Manager.
- Undertake such other duties as directed and required from time to time, within the reasonable scope of the role.

Person Specification

Qualifications and Experience

- 5 GCSEs including Maths and English, or equivalent qualifications/experience.
- Experience working in a similar role, successfully managing and prioritising multiple administrative tasks and processes.

Skills

- IT literate, able to use Excel for record keeping processes and manage Word documents.
- Good verbal and written communication skills.
- The ability to effectively interact with children and young people, parents and visitors to solve issues and gain cooperation.
- Ability to organise and note take for meetings.
- Demonstrable 'teamwork' skills; reliable, constructive, good listening skills, cooperative, flexible and open.

Other

- Emotionally mature attitude to issues surrounding student safeguarding,

welfare and child protection, appropriate to the nature of the duties and responsibilities of this role.

- Positive attitude to diversity and equality issues with a demonstrable understanding of the community's responsibility to create a welcoming, fair and inclusive environment.

Additional Desirable Criteria

- First Aid trained or willingness to act as a First Aider with training.

Hendon School is committed to the protection of children and expects all members of the community to support that commitment. All applicants will be required to complete a Disclosure and Barring Service check (of criminal record), thorough references and overseas background checks (where applicable) before an appointment can be confirmed.

