

## Senior Office Administrator

This job description is subject to regular periodic review and may be changed, through consultation, in accordance with the development needs of PHOENIXPLACE and/or the post-holder.

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<b>Post:</b>	<b>Senior Office Administrator</b> (Non teaching)
<b>Salary:</b>	PP - Independent Salary Scale: (Grade 6-7: £26,075.00 - £31,518.00) depending on experience
<b>Reporting to:</b>	School Business Manager
<b>Liaison with:</b>	All Stakeholders
<b>Contract type/hours:</b>	Full Time/Permanent (37.5 hrs pw 8.15am-4.00pm) (weeks pa TBC)
<b>Line Management of:</b>	n/a

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**School Context** We are a specialist school that support young girls with various needs eg SEN, mental health. Candidates understand that the role can be challenging on a day to day basis, dealing with complex emotional and behavioural needs of our students.

**Safeguarding:** PhoenixPlace is committed to safeguarding and protecting the children and young people that we work with. We have a strong safeguarding culture and expect applicants to continually develop their practice in this area. As such, all posts are subject to a safer recruitment process, including the disclosure of criminal records and vetting checks. Professional references will be sought prior to commencement of this post.

### Main purpose

- Responsible for overseeing the daily administration and operations of the school office
- Responsible for all administrative, designated financial and organisational processes within the school, maintaining confidentiality at all times.
- Assisting with all the planning and development of support services.
- Is the main point of contact/front of house (reception) for the school

### Duties and responsibilities

Under direction of the School Business Manager/Headteacher

- Ensure the smooth and effective running of the school office and all administrative and communicative systems
- Create a professional and welcoming reception for all visitors and parents and ensure all visitor checks are in place
- Ensure to present, at all times, a positive image to the school to all staff, parents and visitors both internally and externally
- Take appropriate action to identify, evaluate and minimise any risks to health, safety and security in the school working environment
- Contribute to the overall ethos/work/aims of the school
- Contribute towards the planning, development and organisation of the support service systems, procedures and policies
- Establish constructive relationships and communication with all staff and other agencies/professionals
- Recognise own strengths and areas of expertise and use these to advise and support others
- Manage manual and computerised record/information systems
- Produce reports/information/data as required from MIS
- Dealing with clerical/administrative tasks as required by the Headteacher and School Leadership Team (SLT).
- Provide personal, administrative and organisational support to the staff team and students (where required)
- Provide personal, organisational and administrative support to the SAP team (where necessary)
- Assisting with admission of new prospective students to the school in line with the schools' admissions policy and LA procedures
- Manage the induction process for new students
- Ensuring that attendance registers are updated and completed to a high standard of accuracy
- Keep records in accordance with the school's record retention schedule and data protection law, ensuring information security and confidentiality at all times
- Support the GDPR Lead with ensuring data protection compliance and helping the school community understand how to comply with data protection law
- Provide advice and guidance to staff, students and others on administration systems and events that take place in school.
- Assist with marketing and promoting the school - eg School Newsletter

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- Assist in the organisation/administration of school trips/events ensuring staff and external providers have completed all associated risk assessments
- Participate in training and other learning activities and performance development as required

### Resources

- Order, monitor and manage stock, ensuring best value following the school's purchasing processes
- Oversee and operate relevant equipment and IT packages (e.g. the school's MIS system)
- Assist with financial administration procedures and maintain appropriate records to satisfy audits (as directed by the School Business Manager)
- Assist with the planning, monitoring and evaluation of the budget for administration resources
- Manage office expenditure with an agreed budget
- Manage designated service contracts
- Assist with the organisation of premises repairs under the direction of the School Business Manager
- Manage school licences and insurances
- Ensure the office is kept tidy, organised and in good order at all times, making sure there are sufficient office resources available

### Areas of responsibility

- Health and Safety - *(successful candidate will also be a key holder and be expected to open/lock up school premises)*
- Trips & Visits
- School Newsletter
- Stock/resources

*Please note that this is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks that the postholder will carry out. The postholder may be required to do other duties/areas of responsibility appropriate to the level of the role, as directed by the headteacher*

### Safeguarding

Be committed to the safeguarding and promotion of the welfare of children and young people.

Comply with the policies and procedures relating to child protection, health and safety, security, confidentiality and data protection, equal opportunities, reporting all concerns to an appropriate person/s.

### Confidentiality

You should work within the rules of the Data Protection Act 2018 and adhere to GDPR when handling personal information.

Private and personal information about all students and any person working for the school, in whatever capacity, should remain confidential and available only to those with a clear 'need to know'. You must not discuss school business, students or colleagues in public places or with others outside work.

The post holder must read and sign that they have read and understand the schools following documentation

- Confidentiality Policy
- Staff Code of Conduct
- Safeguarding Policy
- Keeping Children Safe in Education
- Management of Behaviour Policy

*(changes to any of these policies including any updated addendums, will be communicated to staff as they arise. Staff must read confirm their understanding of these updates as directed by the Headteacher)*

### Professional development

- Take part in the school's JPR/appraisal procedures

This job description may be amended at any time in consultation with the postholder.

### Person specification

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#### Qualifications and training

- GCSE (or equivalent) in English and maths
- NVQ3 in Business Administration or equivalent qualification in a relevant discipline (or working towards)

#### Experience

- Substantial experience working in a school office (or equivalent) environment
- Developing, managing and operating clerical/administrative and organisational systems
- School finances and managing budgets
- Analysing and evaluating relevant school data
- Experience dealing with challenging situations and difficult people

#### Skills and knowledge

- Good knowledge of Data Protection and GDPR policy and practice
- Good knowledge of Health and Safety regulations & procedures
- Good knowledge of financial regulations & procedures
- Excellent attention to detail
- Excellent literacy/numeracy skills
- Competent use of IT packages including word processing, computerised accounting systems and school MIS systems eg SIMS
- Ability to use relevant office equipment effectively
- Ability to plan, organise and prioritise
- Ability to deal with challenging situations
- Ability to develop positive relationships with all stakeholders eg parents/carers, external services
- Good communication skills

#### Personal qualities

- Empathy and understanding of students needs
- Commitment to ensuring the safety and welfare of children
- Uphold and promote the ethos and values of the school
- Act with integrity, honesty, loyalty and fairness to safeguard the assets, financial integrity and reputation of the school
- Ability to work under pressure and prioritise effectively
- Flexible, adaptable and self-motivated
- Able to develop effective relationships with staff, students, parents/carers and stakeholders
- A genuine concern for the happiness and welfare of both students and staff
- Commitment to maintaining confidentiality at all times
- Commitment to safeguarding and equality
- Resilience