

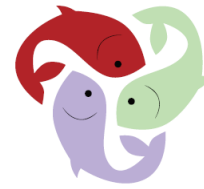
- Receive Free School Meal enquiries from parents and to help and guide them through the process accordingly.
- To maintain the register of Free School Meals on a weekly basis, both on the MIS and systems used by other members of staff.
- To act as a contact for the caretaker/ site manager.
- To hold the School Trips emergency contact information during the school day and act as the emergency contact point in the event of an issue.
- To telephone 999 for ambulance and/or police attendance when requested in an emergency situation.
- To ensure that the Fire Registers and Fire Wallet are taken out and to co-ordinate the roll-call of support staff, visitors and contractors.
- To assist the with the routine administration of school lettings and other uses of school premises.

### **Resources**

- Undertake the resources service to the school and outside agencies as required.
- To monitor and replenish consumables in the MFDs located around the school site.
- To be the first point of call for maintenance on the photocopying machines and contact the service provider when maintenance is required on the equipment.
- To assist with the preparation of the school calendar and maintain this throughout the academic year.
- To maintain the departmental resources accounts system and produce a monthly account which will be used by Finance for recharging departments.
- To maintain an annual departmental summary of resources accounts system.
- To assist in the prioritising of request for resources and typing as requested by whole school staff.
- Print and collate pupil reports for despatching to parents/carers.
- Provide general advice and guidance to staff, pupils and others.
- To be the main administrator within school for emailing parents/carers.
- To maintain and improve contact with parents via email.
- To assist with arranging school events, either in-house or off-site.
- To maintain the system of daily notices provided for all students.
- Print and collate pupil reports for despatching to parents/carers.
- Provide general advice and guidance to staff, pupils and others in relation to any requests.

### **General**

- Undertake more complex typing, word-processing and other IT-based tasks, e.g. assisting in the preparation of minutes, reports and circulars, desk top publishing, as required by the whole school.
- To order general resources, consumables and supplies when needed, ensuring that Best Value practices are adhered to.
- To keep the CPD system up to date for current staff and add/leave new staff as required.
- To book all courses relating to CPD requirements for all school staff.



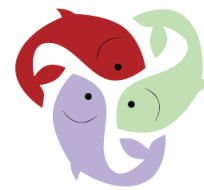
- To maintain register of all CPD bookings on an annual basis.
- To control the distribution of house point stampers for all staff.
- To manage and control the system of duty meals for staff and visitors.
- To act as a point of contact for all school enquiries either by telephone, email or face to face and contribute to the smooth running of the school.
- To search information and data input information into school systems as required.
- Maintain manual and computerised records/management information systems.
- Produce lists/information/data as required, e.g. pupil data.
- Provide general advice and guidance to staff, pupils and others.
- To assist with arranging school events, either in-house or off-site.
- To record and sign pupils in and out of the school in accordance with attendance procedures.
- Maintain manual and computerised records/management information systems.
- To prepare the Exclusion documentation as directed by SLT for both internal and external exclusions and to ensure Telford and Wrekin are informed of the exclusion.
- Produce lists/information/data as required, e.g. pupil data.

#### **Support to Academic Departments**

- To update student records for Heads of Subject as and when required.
- Assist with the provision of general clerical/admin support e.g. administer coursework, sending letters home and financial administrative support e.g. completion of order forms and checking of deliveries against invoices as and when required.
- Assisting the Subject areas in the preparation and organisation of EEL days, under the direction of the Head of Subject, eg booking of suppliers, speakers and visitors, sending letters home, and the collecting/counting money if required.

#### **Exams – duties required mainly during the examination season under the supervision of the Exams Officer**

- Update the diary and the exam board timetables with forthcoming exam dates.
- Ensure that there is a seating plan and invigilation documents for each exam scheduled.
- To ensure that the correct number of exam papers arrive in time and are securely stored.
- To assist with the checking, labelling and sealing of exam papers ready for posting.
- To assist in Obtaining, sorting and distributing exam results to the pupils and staff.
- Take and receipt payments for examination entries or re-marks.



**Data – as and when required under the supervision of the Data Officer**

- Ensure the integrity of all data held in the school.
- Ensure data is input in a consistent and accurate manner onto all data systems.
- Develop and maintain data protocols.
- Assist with the analysis of data produced, and produce reports and documentation for the Senior Leadership Team, governors or other stakeholders as required.
- Assist with the Provision of data and produce reports in a timely manner to meet internal and externally set deadlines.

**Contacts & Relationships**

- With students – daily.
- With students' parents/carers – daily.
- With visitors– daily.
- With staff within school – daily.
- Establish constructive relationships and communicate with other agencies / professionals.

**Creativity**

The post holder will be required to act on occasion as the first point of contact and will be required to take the appropriate course of action.

**Decisions**

When dealing with queries either in person or via the telephone the post holder will be required to make decisions based on the information given.

**Management & Supervision**

The postholder will from to time be expected to supervise and train an Administrative Apprentice.

**Supervision Received**

Line management will be through the Senior Admin Officer and the Assistant Business Manager.

**Complexity**

The role provides administrative support across the whole school.

**Resources**

To acknowledge and practice confidentiality, in regard to handling sensitive information pertaining to students, staff or school matters/issues in accordance with Data Protection policies.

**Impact**

The role supports colleagues and the Senior Leadership team with a range of administrative tasks. The role also passes on information received from others.

**Working Environment**



In the main this post works in the environmental equivalent to working in an office in terms of heat, ventilation and lighting. There may be occasional exposure to conditions such as would be found outside; for example travelling for meetings and site visits.

#### **Emotional Context**

The emotional strain or distress this role is expected to face would be limited however there may be times when the post has contact with information that may be upsetting. However, this would be incidental and it would not be a formal part of the job to deal with this information.

#### **Physical Demands**

The school is on one site with 4 main buildings sited alongside the sports field. The postholder will be required to work across the whole site.

#### **Other**

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not have been identified. The postholder will be expected carry out any other duties as are within the scope, spirit and purpose of the job, commensurate with the grade.

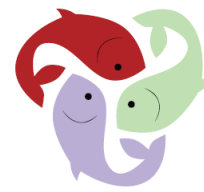
The post holder will be expected to participate in training and other learning activities and performance development as required.

The post holder will be expected to actively follow the Learning Community Trust policies, including those such as Equal Opportunities, Human Resources, Information Security and Code of Conduct etc.

The post holder will be expected to maintain an awareness and observation of Fire and Health & Safety Regulations.

The Learning Community Trust is committed to safeguarding and promoting the welfare of children and young people. All post holders working in regulated activity with children, are required to have an enhanced DBS check (including a check on the children's barred list).

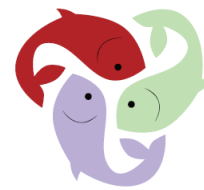
References will be required for all shortlisted candidates, prior to interview and these will be checked following the Learning Community Trust recruitment and selection process. In line with the Statutory Guidance Keeping Children Safe in Education an online check will also be undertaken for all shortlisted candidates prior to the interview. Shortlisted candidates will also be required to complete a criminal self-disclosure declaration, posts that involve working in regulated activity are exempt from the Rehabilitation of Offenders Act, please note it is a criminal offence for individuals on the barred list for children to apply for any post working with children. For more information, please refer to The MOJ's guidance on the Rehabilitation of Offenders Act 1974 and the Exceptions Order 1975, for information about which convictions must be declared during job applications and related exceptions and further information about filtering offences can be found in the DBS filtering guide.



We are committed to equality and diversity and follow the Safer Recruitment practices as set out in the Statutory Guidance - Keeping Children Safe in Education. For more information regarding our school's commitment to safeguarding, please see our Child Protection & Safeguarding Policy

### Person Specification

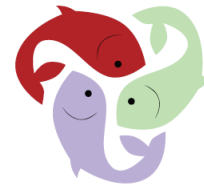
Criteria	Standard
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>NVQ 2 Business and Administration or equivalent qualification, or experience in relevant discipline.</li> <li>Good numeracy and literacy skills.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>General clerical/administrative/resource work.</li> <li>Previous experience of desk top publishing is desirable.</li> <li>Previous experience of managing a busy reception.</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Effective use of ICT packages.</li> <li>Ability to use relevant equipment/resources.</li> <li>Good keyboard skills.</li> <li>Ability to undertake complex typing and desktop publishing tasks.</li> <li>Knowledge or relevant policies/codes of practice and awareness of relevant legislation.</li> <li>Ability to work constructively as part of a team.</li> <li>Ability to relate well to children and to adults.</li> <li>Good organising, planning and prioritising skills.</li> <li>Methodical with a good attention to detail.</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>Good numerical skills to undertake a variety of tasks.</li> <li>Good literacy skills to undertake a variety of tasks.</li> <li>Good ICT skills.</li> <li>Able to relate well to children and adults, e.g. dealing with visitors, passing information / messages to other staff, dealing with sick children, providing advice.</li> <li>Some need to use analytical, judgmental, creative and developmental skills.</li> <li>Able to demonstrate sensitivity and tact particularly when dealing with the more sensitive issues.</li> <li>Able to maintain confidentiality.</li> <li>Able to work accurately and with attention to detail.</li> <li>Alertness and concentration, e.g. producing financial information, minute taking and drafting correspondence.</li> </ul>



	<ul style="list-style-type: none"> <li>• Able to deal with more complex queries and know when to refer to more senior staff.</li> <li>• Able to work constructively as part of a team and to understand school roles and responsibilities and own position within these.</li> <li>• Able to self-evaluate learning needs and actively seek learning opportunities.</li> </ul>
<p><b>Personal style &amp; behaviours</b></p>	<ul style="list-style-type: none"> <li>• Customer focused.</li> <li>• Has a flexible approach to work routines and hours in accordance with the needs of school.</li> <li>• Has a friendly yet professional and respectful approach which demonstrates support and shows mutual respect.</li> <li>• Open, honest and an active listener.</li> <li>• Takes responsibility and accountability.</li> <li>• Committed to the needs of the pupils, parents and other stakeholders and challenge barriers and blocks to providing an effective service.</li> <li>• Demonstrates a “can do” attitude including suggesting solutions, participating, trusting and encouraging others and achieving expectations.</li> <li>• Is committed to the provision and improvement of quality service provision.</li> <li>• Is adaptable to change/embraces and welcomes change.</li> <li>• Acts with pace and urgency being energetic, enthusiastic and decisive.</li> <li>• Has the ability to learn from experiences and challenges.</li> <li>• Is committed to the continuous development of self and others by keeping up to date and sharing knowledge, encouraging new ideas, seeking new opportunities and challenges, open to ideas and developing new skills.</li> </ul>
<p><b>Fluency Duty</b></p>	<p>This post has been identified as a customer facing role and therefore the Trust is required to fulfil their statutory duty under Part 7 of the Immigration Act 2016. As a body the Trust is obliged to ensure member of staff in such roles are able to have a command of spoken English which is sufficient to enable the effective performance of their role.</p> <p>The role will need to understand with ease virtually everything heard or read, can summarise information from different spoken and written sources and can express themselves spontaneously and very fluently and precisely, differentiating finer shades of meaning even in the most complex situations”</p>

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We will ensure, so far as is reasonably practicable, that no disabled applicant is placed at a substantial disadvantage. This person specification includes what we believe are fully justifiable essential and desirable selection criteria. Provided that the



selection criteria unconnected with the disability are met, we will make ALL reasonable adjustments in order that someone with a disability can undertake the duties involved.

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Type of criminal records checks required for this post	Ticked as required
None	
Basic Disclosure	
Standard Disclosure	
Enhanced Disclosure	X
Working with Adults - Regulated Activity	
Working with Children - Regulated Activity	