

JOB DESCRIPTION

SCHOOL ADMINISTRATOR

Reports to	Administration Manager
Responsible for	n/a
Hours	37.5 hours per week – Monday to Friday 8:30am - 5.00pm
Annual Leave	25 days paid leave plus bank holidays

Job overview

The Administrator works across Jigsaw Trust, supporting both Jigsaw School and JigsawPlus. The jobholder manages inductions, attendance, transportation and associated records and paperwork and is responsible for management of a review case load for pupils and adult learners. The jobholder also provides support to reception and front of house areas; for events including open mornings and conferences and the daily transition of pupils and learners.

Main duties and responsibilities

- Provide administrative support to the senior management teams and other colleagues as required by distributing memos, announcements and letters to required parties
- Create and maintain learner files, including administering induction paperwork for starters and archiving files for leavers where required
- Under the direction of the Administration Manager, manage a caseload of learner reviews, liaising with all parties to make meeting arrangements, taking notes to maintain records and managing collation and distribution of documentation, ensuring statutory requirements are met
- Manage the school “Administration” inbox, responding to or forwarding incoming emails appropriately
- Support learner transport arrangements, liaising with local authorities as required and maintaining an accurate database of driver details
- Support the operations of learner transitions upon arrival and departure, liaising with staff and transport providers to ensure learners safely transition in and out of services
- Provide reception duties in the absence of the Front of House Administrator or as required by answering the telephone, retrieving messages, taking deliveries and greeting visitors in a courteous and professional manner
- Provide school break and lunch support in the absence of the Front of House Administrator by cleaning, refilling and distributing crockery, cutlery and water jugs and preparing and tidying lunch and break areas
- Assist with Trust events including annual conferences and open mornings, to support with the preparation (information packs, room preparations, refreshments etc) and ensure smooth delivery
- Provide general administrative support such as photocopying, filing, faxing, emailing and completion of routine forms
- Co-ordinate, input and manage learner databases and other computerised records, ensuring strict adherence to confidentiality
- Collate and manage data on learner attendance, supporting submissions to the Department for Education and Skills
- Support with admissions process for new learners by taking initial enquiries, providing a friendly and helpful service and directing information to the admissions department where required
- Maintain stationery, uniform and other stock, sorting deliveries and re-ordering items where required.
- As a trained first aider, provide first point of contact for staff members in need of medical support
- As one of a team of trained fire wardens, carry out relevant tasks in the event of a drill or real emergency
- Promoting and ensuring the good reputation of the Jigsaw Trust and its individual divisions
- Undertaking any other tasks which can be reasonably expected in relation to the role

PERSON SPECIFICATION

Knowledge, skills and experience

- Solid general education to at least A-Level
- Experience of providing excellent administrative support
- Strong IT skills, confident with Microsoft applications including Word, Excel and Outlook and online database systems
- Ability to communicate effectively both verbally and in writing across a wide range of audiences
- Ability to be pro-active and work with initiative
- Have a logical manner, prioritising tasks and meeting deadlines
- Able to work in pressured and fast paced environments, remaining calm and professional
- Highly developed organisational skills
- Excellent customer service skills, with a pleasant and friendly approach
- Good team player and able to support those around you to get tasks completed
- Able to maintain confidentiality and keep accurate records and reports
- Experience of working in a school or care environment would be desirable

Personal qualities

Achieving results

- Takes new initiatives aimed at improving team performance
- Manages assignments' delivery process and deadlines
- Assumes accountability for work delegated to others (peers, team members, experts, etc.)

Building relationships

- Looks for ways to add value beyond clients' immediate requests and acts on them
- Anticipates clients' upcoming needs and concerns
- Understands others' complex or underlying needs, motivation, emotions or concerns and adjusts communication effectively

Planning for the future

- Continually acquires and applies new knowledge and learning to improve job performance
- Stays aware of the organisational objectives and monitors current developments and trends that may affect implementation of organisational direction, programmes or plans
- Identifies and creates opportunities to initiate new connections that will facilitate the achievement of strategic goals within own area

THE POST HOLDER WILL BE SUBJECT TO AN ENHANCED DISCLOSURE AND BARRING SERVICE (DBS) CHECK

We are committed to safeguarding and promoting the welfare of children, young people and adults at risk. We expect all staff and volunteers to share this commitment

Caring Person-Centred Continuous Learning Integrity Teamwork