



Bishop's Hatfield Girls' School

Job Description – Administration Manager

Job Title:	Administration Manager
Date reviewed:	July 2020
Salary Grade:	Salary Scale H7 £23,340 - £25,360 (including fringe, excluding 2020 pay award)
Time employed:	Term + 4 weeks pa, 37 hours per week
Responsible to:	Business Manager

Purpose of the job:

The post holder will be responsible for the strategic vision, leadership and management of the administration function of the school in providing an outstanding service to the school community. They will provide leadership to the dedicated administration team of staff in order to deliver the responsibilities outlined below.

Principal Responsibilities:

To be responsible to the Business Manager for the following:

- Leading the organisation of pupil-related administration liaising with other support functions as required
- Delivering electronic communications sending InTouch messages/letters/newsletters and posting information on the website
- Receiving and responding to communications and queries to the school, offering a friendly, helpful and accurate service, and dealing with issues with discretion and diplomacy
- Providing direct supervision, monitoring and training of administrative office and reprographics staff to ensure they deliver an efficient and effective service
- Providing the Senior Leadership Team with administrative support including for the enrichment programme of activities, timetabling and GCSE options
- Leading and managing the administrative suite of ICT systems including the SIMS programmes, signing-in system, telephone system and absence reporting system; ensuring management reports are set up to deliver the required information, issues are resolved and systems updates are implemented
- Leading the development and maintenance of the school's records and information processes both paper and electronic, ensuring information is disseminated to pupils and staff as appropriate including delivery of staff handbooks, pupil timetables, pupil notices, internal TV screens and instructional signage

- Delivering the termly census with careful preparation and complete accuracy
- Defining and implementing the school data retention policy
- Overseeing the processes around first aid and accident reporting as well as pupil illness
- Dealing with routine pupil queries
- Supporting the Senior Leadership in the management of both attendance and behaviour and tracking of this including administering internal and external inclusions and detentions
- Overseeing the administration of the sixth form including admissions, course choices, regulatory reporting post-16. Liaising with other Welwyn Hatfield schools in the sixth form consortium as required
- Ensuring the smooth running of printing and reprographics within the school
- Overseeing the organisation and smooth running of parents evenings and other school events
- Planning ahead in preparation for the new academic year
- Organising school photographs of staff, pupils and leavers
- Deputising for the Exams Officer, Cover Manager or School Development Officer when required
- In the absence of any other member of the office team, the jobholder will be required to temporarily change his/her working pattern to provide cover. Time off in lieu will be given for additional hours worked.

Person Specification

Knowledge and Experience

Level 3 qualifications	Essential
Administrative qualifications	Highly desirable
Experience of working in an office environment at management level	Highly desirable
Numeracy and literacy qualifications appropriate to a management position	Essential
Experience of working in a school environment	Essential
Knowledge of school management information systems, e.g SIMS	Highly desirable
Knowledge of Health and Safety legislation and good practice	Highly desirable
Ability to organise, lead and motivate staff	Essential
Ability to work with professionals from other agencies	Essential
Demonstrate an understanding of issues linked to confidentiality	Essential

Skills and abilities

High level of literacy, oral and written	Essential
Ability to maintain a professional manner in challenging situations	Essential
Ability to think strategically with excellent problem solving skills	Essential
Excellent planning and organisation skills; self-motivated and able to work independently on own initiative, meeting tight deadlines	Essential
Ability to assess faults/issues and decide how these may be resolved	Essential
Excellent customer service skills to provide a helpful and efficient admin service to all users	Essential
Ability to plan for and respond positively to change	Essential
Excellent communication skills with an ability to persuade and negotiate and well as good interpersonal / communication skills with both staff, parents/carers and pupils	Essential
Ability to manage support staff and external agencies	Essential
Management of administration budget	Essential
IT skills including SIMS, email, Microsoft Office, Google suite, use of online helpdesks and production of reports	Essential
Understanding of and sensitivity to the needs of children	Essential
Demonstrate an ability to cope with stressful/conflict situations and overcome communication barriers with staff, pupils and parents/carers	Essential

Equalities

Be aware of and support difference and diversity ensuring that all students have equality of access to opportunities to learn and develop.

Health and Safety

Be aware of and comply with policies and procedures relating to child protection, health and safety and security, confidentiality and data protection; and report all concerns to the appropriate person.

Disclosure and Barring Service

This post is classed as having a high degree of contact with children or vulnerable adults and is exempt from the Rehabilitation of Offenders Act 1974. An enhanced disclosure will be sought through the Disclosure and Barring Service as part of the school's pre-employment checks.

Additional information

The jobholder is required to contribute to and support the overall aims and the ethos of the school.

All staff are responsible for the safeguarding of pupils and for compliance with the school's code of

conduct.

All staff are required to participate in training and other learning activities and in performance appraisal, as required by the school's policies and practices.

This job description is current at the date shown and may change over time. Employees will be expected to comply with any reasonable request from the Headteacher or Business Manager to undertake work that is not specified in this job description.

The job holder may occasionally be required to work additional hours, for instance to support events after school, and time off in lieu will be given.

Employees are expected to be courteous to colleagues and provide a welcoming environment to parents/carers, visitors and telephone callers. The school will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

It is not always possible to define completely the duties and responsibilities attached to posts and some variations may be necessary from time to time.