**Job Description: School Administrator**

**Reporting to:**     **Operations Manager**

**Location:                    Ark Dickens Primary Academy**

**Working Pattern:**    **Term time only plus one week**

**Salary:**                         **Ark Support Band 4**

**The Role**

In this role you will provide comprehensive administrative support to the school including providing support to the Senior Leadership Team, staff, governors, students and parents. You will collaborate with the other members of the front office team to uphold the vision and ethos of the school at all times and provide excellent customer service to a range of stakeholders.

**Key Responsibilities**

**Reception and Administration:**

* Manage the reception, providing a first point of contact for all incoming communications to ensure that they are answered in a timely and professional manner, presenting a positive image of the academy
* Interacting with parents, carers, colleagues and visitors to the school, at all levels of seniority, with confidence, tact and professionalism
* Ensure safeguarding procedures are followed for all visitors, including maintaining single central record and appropriately handling incoming calls and enquiries
* Ensure that all communications are correctly logged and routed to their intended recipients, or an appropriate member of staff, to ensure a quick and effective communication system
* Deal effectively with school post, receive deliveries and maintain electronic mail systems ensuring that information is passed to relevant staff in a timely manner
* Ensure that queries are dealt with effectively, taking the initiative to identify and handle issues that arise on behalf of the leadership team and others
* Provide a general administrative support service to the academy across a variety of functions, this may include including admissions, attendance and reprographics support.
* Assist with student welfare and liase with parents where necessary
* Arrange school trips efficiently, taking responsibility for bookings and coordination of all school trip requirements
* Manage minibus records and bookings, including spot checks of driving licenses for staff using the minibuses
* Use the school’s MIS and MCAS systems to send messages/emails and correspondence to parents as directed

**Other**

* Actively promote the safety and welfare of our children and young people
* Ensure compliance with Arks data protection rules and procedures
* Liaise with colleagues and external contacts at all levels of seniority with confidence, tact and diplomacy
* Work with Ark Central and other academies in the Ark network, to establish good practice throughout the network, offering support where required

This job description is not an exhaustive list and you will be expected to carry out any other reasonable tasks as directed by your line manager.

**Person Specification: Administrator**

**Qualifications**

* Right to work in the UK
* GCSE English and Mathematics grade C or above (or equivalent) (desirable)
* First Aid qualification or equivalent (desirable)

**Experience and Knowledge**

* Experience of liaising with internal and external stakeholders and working in a high pressure environment
* Experience of running effective administrative and clerical support, ideally within a school environment
* Experience working with MIS systems
* Excellent administrative and organisational skills
* Experience of data entry into databases and other IT systems
* Competent user of Microsoft Office and confident to learn and use new technologies.
* A clear understanding of the Data Protection Act and the implications that it has for managing Academy data

**Competencies**

**Working with people**

* Listens well, communicates clearly and fluently
* Maintains confidentiality and discretion
* Adapts to the team and helps to build team spirit
* Relates well to people at all levels.

**Coping with pressure and setbacks**

* Works productively in a high pressure environment
* Maintains a positive outlook at work .

**Adapting and responding to change**

* Adapts to changing circumstances
* Rapidly learns new tasks and quickly commits information to memory.

**Organising and executing**

* Focuses on customer needs and satisfaction
* Sets high standards for quality, quantity and accuracy
* Works in a systematic, methodical and orderly way
* Follows procedures and policies
* Manages time effectively.

**Enterprising and performing**

* Accepts and tackles goals with enthusiasm
* Uses technology to achieve work objectives.

**Other**

* Upholds ethics and values, demonstrates integrity and promotes and defends equal opportunities.
* Commitment to the safeguarding and welfare of all pupils

*Ark is committed to safeguarding and promoting the welfare of children and young people in its academies. In order to meet this responsibility, its academies follow a rigorous selection process to discourage and screen out unsuitable applicants.*

*Ark requires all employees to undertake an enhanced DBS check. You are required, before appointment, to disclose any unspent conviction, cautions, reprimands or warnings under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar you from employment - this will depend upon the nature of the offence(s) and when they occurred. To read more about Ark’s safer recruitment process, please click this link.*