



Cove Junior School

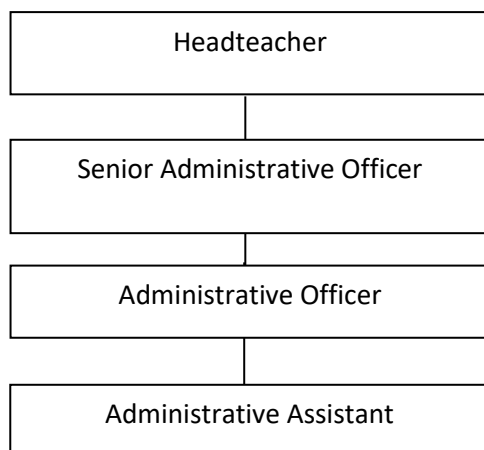
Role Title: Administrative Officer

Role Profile Form Number: 02127

Reports to: Senior Administrative Officer and Headteacher

Role Purpose: To develop and establish administration systems within the school and where appropriate, supervise others, to deliver an efficient service to support school requirements.

Staffing Structure:



Accountabilities - Customer Service:

- Ensure provision of an effective hospitality and reception service which meets customer needs. Contacts will cover a wide range of visitors and areas within the school and will include responding to both routine and complex issues.
- Ensures that all enquiries are promptly responded to and followed up as necessary.

Accountabilities – Administration, IT and Finance

- Produce original and complex correspondence
- Maintenance and management of school information management system for students (Arbor).
- Reconcile monies for banking on Arbor, manage office petty cash and record financial transactions, set up and manage items for payment.
- Local banking, preparing banking reports and totals.
- P card ordering within agreed school framework and timely completion of own p-card administration requirements for monthly reporting.
- Management of Admissions process for pupils joining the school.
- Working closely with the Deputy Headteacher to monitor and follow up pupil attendance
- Administration of Penalty Notices and Disciplinary paperwork.

- Updating school website and (in conjunction with Headteacher and SAO) ensuring statutory compliance.
- Oversight of goods ordering process with clearly documented audit trail that goods received are as ordered and any discrepancies noted and followed up (supervision of Admin Assistant if it is their primary role).

Accountabilities –Staff Management and Team Work:

- Responsible for induction, training and supervision of Admin Assistant
- Working in close conjunction with Senior Admin Officer
- Work co-operatively with others towards shared goals.

Accountabilities – Welfare:

- Undertake welfare support to pupils including the provision of first aid and administration of medicine
- Develop and maintain resources/information on welfare and related services for staff and pupils.

Corporate and statutory initiatives - equalities/health and safety/e-government/ sustainability:

- Maintain an awareness of school, national and statutory policies and requirements and apply these in the workplace including equality issues and Health and Safety regulations.
- Maintaining sustainability

Key Decision-Making Areas in the Role:

- Staff Management eg supervision of staff training needs (decides but refers to SAO and/or Headteacher for further advice and feedback).
- Stock Control: Oversight of timely ordering of educational supplies via County Supplies and other providers, in collaboration with other staff, ensuring the regular monitoring of stock levels takes place (this may be the primary role of the Admin Assistant). (Decides)
- Purchasing/choosing suppliers (decides on suppliers and approves best practice/best value on products and services and makes recommendations to internal customers) (Decides/refers to SAO)
- Complaints (decides, refers dependent on complaint)
- General Office service procedures (decides/refers)

Role Dimensions

- Directly responsible to Senior Admin Officer and Headteacher and with their oversight, manage the day to day running of the school office with a focus on the student/parent processes, management of Arbor and supervision of Admin Assistant.

Main Contacts – external/internal contacts and purpose:

- Admin Assistant, Senior Admin Officer, Headteacher, regularly to discuss work priorities
- Work closely with own team and share information with team frequently
- All staff, governors, parents, pupils and other schools, on a daily basis
- Pupils daily – admissions, transfers, medical, supervision
- Teaching staff – administrative support

- Parents – communications, parent payments, PTA, class lists, registration
- Hampshire County Council - Property Services, Education Finance Service, Education Personnel Service, Integrated Business Centre and other HCC services
- Contractors and suppliers (frequent – briefings to ensure resolution of problems /service or system usage required).
- OFSTED – intensive every 5/6 years
- Liaison with members of the local community and public including relating to lettings and other issues arising

Working Conditions:

- Predominately office-based job, but does include visiting all areas of the school during the course of the week.
- Balancing various conflicting requirements of different stakeholders
- Noxious substances e.g. photocopiers/toners
- Nausea (children being unwell)
- Occasional public verbal abuse (angry parents)
- Potentially some occasional lone working
- Occasional challenging behaviour from children (verbal abusive)

Role-related knowledge, skills and experience:

- Wide range of administrative experience, including proficient use of ICT and proficient in using Office 365.
- Aptitude for administrative work, normally demonstrated by GCSE standard or equivalent with passes in English and Maths at grade C or above.
- Good organisation and communication skills
- Good IT skills, including proficient use of Outlook 365, Word and Excel, also school systems such as Arbor, Tucasi etc.
- Good level of attention to detail
- Good customer service ethos
- Experience of staff management preferable

Operationally effective: How would effectiveness in role be demonstrated?

- Familiar and competent in using the school's administrative, telephone and IT systems
- Confident and professional in dealing with enquiries.
- Knowledge of and ability to develop skills in use of School's Information Management System (Arbor)
- Knowledge of School's and Council's policies and procedures
- Familiar with and understanding of financial accounting processes operated by the school
- Knowledge of Health and Safety/Security regulations and procedures