

# Job Description



<b>Job Title:</b>	Administrator
<b>Department:</b>	Junior School Administration/Reception
<b>Business Area:</b>	Operations
<b>Line Manager:</b>	Chief Operating Officer, although work directed by Deputy Heads in the Junior School

## Job Purpose:

Working in a small team of Administrators in the Junior School, this role provides high standards of administration support for the staff who work there, in particular the two Deputy Heads in Lower Primary.

Administrators also work in other areas of the school as required, e.g. Upper Primary and occasionally in the Senior School

This role predominantly focuses on data maintenance, analysis and reporting, and therefore requires high levels of proficiency in using Excel and databases (e.g. iSAMS).

The role is also the main contact for the Lower Primary and therefore also provides a first-class reception service i.e. assisting pupils, parents, employees and visitors and directing incoming telephone calls as appropriate.

## Main Responsibilities:

1	<b>Administration Responsibilities:</b> <ul style="list-style-type: none"> <li>• Provide administrative support to the Deputy Heads, Principal Teachers and Assistant Principal Teachers. This work is varied and high volume. Working in a small team any of the following tasks may be required; diary management, arranging meetings, preparing timetables, processing assessment details, organising trips, events, meetings. It also includes producing spreadsheets, reports, typing minutes, photocopying, filing and producing printed materials such as labels, booklets and worksheets.</li> <li>• Daily, process pupil absence information, check registers, record known absences, identify potentially missing children, report to Deputy Head and phone parents as required. Prepare reports.</li> <li>• Sending emails on behalf of Deputy Heads and other staff, preparing letters for Parents (for email distribution or publishing on the School's Weekly Parent Digest)</li> <li>• Assist with preparation for school trips including, booking of venues/accommodation/transport, sending information to parents, collating permission slips and ensuring risk assessment forms are completed.</li> <li>• Annually negotiate pricing with external platform providers and make recommendations to JS management for agreement. Place orders, e.g. teaching materials or stationery and check order against delivery.</li> </ul>	20%
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	<ul style="list-style-type: none"> <li>• Assist with the preparation of school events, e.g. performances, by ensuring rooms and other resources are booked, timely notices to parents.</li> <li>• Keep up-to-date with details of School events and information available on the School website, in order to provide parents and visitors with general information regarding school activities.</li> <li>• Receive and deal with Lost Property items and liaise with Thrift Shop volunteers</li> <li>• Occasional handling of cash e.g. for school visits and charity collections</li> <li>• Provide cover to other administrators across the whole school, as required</li> <li>• Ensures compliance with General Data Protection Regulations when handling personal data and information relating to data subjects, whether that be on the management information system, paper records or when in discussions with others.</li> </ul>	
2	<p><b>Reception Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Provide a first class Reception service, by acting as the first point of contact for the school, welcoming visitors and responding to telephone and email enquiries in a helpful and constructive manner, and representing the School with a positive attitude and professional appearance at all times.</li> <li>• Ensure the safety and security of the Junior School at all times, by making sure that entry to the premises is controlled. Ensure all visitors have signed-in appropriately and are provided with an identification badge, asked to read the visitor briefing notes, notifying the relevant employee/ department of their arrival if necessary.</li> <li>• Handle all telephone calls promptly and efficiently, directing and screening calls, as appropriate, and taking and forwarding messages in an accurate and timely manner.</li> <li>• Handle all general enquiries, by phone, email and in person, ensuring that all enquiries are either dealt with successfully within the reception, or promptly and professionally forwarded on to the most appropriate colleague.</li> <li>• Communicate with parents regarding all aspects of School life, receiving and passing on information, between parents and teachers, including phoning parents to ascertain reasons for pupils' absence.</li> <li>• Ensure that the Reception area is kept smart and tidy and that displays of School publications are kept up-to-date.</li> </ul>	15%
3	<p><b>Database Administration</b></p> <ul style="list-style-type: none"> <li>• Setting up all data structures which are needed for the school to operate effectively.</li> <li>• Provides technical support and guidance on core data systems to Junior School colleagues and other Administration colleagues in the wider College.</li> </ul> <p><u>Examples of current tasks which the job holder is responsible for include:</u></p> <p><b>Creation of School Year, Timetables and Registers</b></p> <ul style="list-style-type: none"> <li>• Before the start of the academic year, populate the Junior School system with the session dates and create the periods for the day which allows the creation of timetables and registers. Crucial this is accurate and timely as once committed it cannot be altered and the entire JS operation depends on this being correct. Curriculum Support confirms accuracy.</li> </ul>	65%

	<ul style="list-style-type: none"> <li>• Before the start of the academic year, transfer all the children from the closed year to the new year, changing class, removing leavers, adding new children, additional/new classes where relevant, in all external platforms (e.g. Athletics, Accelerated Reader, Spellzone, Maths Investigations, Seesaw, Education City). Maintain this data across the year.</li> <li>• Once the system is set up for the new academic year, and prior to session starting, receive information about timetables from Deputy Head(s) LP/UP, from PE, Drama, Art, Music and from this generate subject sets</li> <li>• Create subject sets (c500) for each class, English, Numeracy, Literacy, Spanish, Art, Music, Drama etc attaching class, teacher, pupils, location, times and days which ultimately creates the timetable which teachers use.</li> <li>• Ongoing maintenance of this data as required across the year.</li> </ul> <p><b>Data Maintenance</b></p> <ul style="list-style-type: none"> <li>• Ensures the school management information systems are kept up to date with pupil information, e.g. change of circumstances, medical information, (Dashboards, Athletics, SpellZone). Entries must be accurate and timely.</li> </ul> <p><b>Testing</b></p> <ul style="list-style-type: none"> <li>• At key tracking points across the year (termly) work closely with Deputy Head (LP) to organise the testing programme. Agree dates of testing, share on central calendar with staff, decide whether enough test papers are in stock, maintain stock control, order papers where needed, consider supplier lead times, prepopulate external sites with data of children, dob, gender, names, class. Without this info the child cannot take an online test and for paper tests, the results could not be recorded by the testing company to the right child. Once results are available generate a csv file and import into a markbook</li> <li>• Create markbook tasks. Each test has a name, therefore getting the naming convention accurate is essential, as this is pulled off onto the dashboard. Allocate teacher, children being reported, additional markers. Assist teachers with entering scores/grades, as required and provide technical support/guidance.</li> </ul> <p><b>Report Production</b></p> <ul style="list-style-type: none"> <li>• Ad hoc, creation of reports from the management information systems, e.g. running pre-designed ODBC reports, creating new (if basic) or seeking help from Senior School Deputy as required. Present data in various formats e.g. excel, graphs, pivot tables to Management/Staff/Annual Report. Typical reports include individual/ cohort performance, performance by subject.</li> <li>• <u>Interim and End of Session Reports for parents</u> Twice a year, using Google sheets creates blank templates for teaching staff to complete with comments on the pupils and grades for attainment/approach etc. Create a reference page to accompany the template, which involves populating with data about the pupil. Once a teacher has completed the template, the job holder reformats through a merge process to create a pre designed PDF document for sharing with parents by the Communications Team. Any changes that are requested by parents are made to the final report. Once finalised, individually assign a pupil record</li> </ul>	
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**Key Contacts and Working Relationships:**

- All callers and visitors to the building, including members of the public and corporate clients
- Deputy Heads, Principal Teachers, Year Group Leaders
- All junior School pupils (from 3 to 11) and their parents.
- Delegates and attendees of meetings, training and hospitality events
- Liaising with internal colleagues from across the School up to the most senior level to forward telephone enquiries and support a variety of administration services
- Curriculum Support in the Senior School, and Directors/Heads of Art, Drama, Music and PE.

**Planning and Organising:**

Job holder requires an excellent knowledge of the School academic year and key events, with responsibility for preplanning and decision making across the following areas. These require proactive organisational skills without requirement for management input/oversight:

- independently undertake all tasks necessary to ensure Junior School MIS systems active and accurate for each academic year.
- timetables: in advance of each academic year collate all necessary information to centralise and process data.
- testing: ensure all necessary stock levels of testing papers are ordered and delivered to GWC in order for testing to take place timeously.
- review and negotiate provision of pupil platform needs with third party providers.

The role holder is required to plan their own daily and weekly workload, taking account of the need to complete administration tasks whilst providing the reception service. Some activities are time bound, e.g. receiving morning absence calls and identifying potential missing children, and these have clearly defined processes to follow.

The role holder contributes to the overall planning associated with effective room management and delivery of all necessary hospitality/catering requirements.

Assist with regular activities such as annual trip planning, letters to parents, Themed Days, Testing Schedules, etc

Plan for the arrival of new pupils which involves preparing all the paperwork, fire registers, registers, labelling etc.

Reception duties are reactive and require limited forward planning as they are responding to and dealing immediately with a wide variety and high volume of telephone calls, visitors, general enquiries and requests for assistance.

**Problem Solving and Decision Making:**

Engage effectively across a variety of key stakeholders - management, peers, parents, pupils and external third parties to deliver successful resolution to complex and elongated issues impacting day to day operational activity.

Dealing with general queries and requests for help/support requires the role holder to make quick, well-informed decisions, based on experience and knowledge of school operations, and uses personal judgement to determine when and where further advice/escalation is appropriate.

The role holder is generally required to solve day-to-day problems themselves, although they are able to seek advice from the Deputy Head for more challenging situations and enquiries.

Occasionally, the role holder encounters difficult people (e.g. upset, angry, or impatient) and they must be able to deal with the situation calmly and offer possible solutions to resolve the customer's problem to their satisfaction, escalating as necessary.

The role holder is solely responsible for ensuring there are adequate stocks of testing papers and places orders when required.

#### **Resources and Requirements:**

No line management or budgetary responsibility.

Responsible for ensuring test paper supplies are adequate for the testing schedule.

Each Admin/Reception team (Upper Primary, Lower Primary) is a team of two. There are also two Receptionists in the wider team who work in Senior School.

#### **Knowledge, Skills and Experience:**

##### **Essential:**

- Demonstrable previous experience of working in a busy, customer-facing reception and administration focussed role within a team environment.
- Excellent and professional telephone manner, coupled with strong interpersonal and written/oral communication skills; communicates in a confident, clear, and concise manner at all times.
- Experience of using iSAMS
- Excellent excel skills, including creating formulae, pivot tables, and able to analyse basic data and present well in report/graphic form
- Excellent Microsoft 365 skills (Word, Powerpoint, Sharepoint, One Drive)
- Excellent organisational and planning skills, combined with the ability to remain calm under pressure and deal flexibly with changing priorities.
- Ability to demonstrate previous experience of working both as a team player and independently.
- Personal qualities include tact, diplomacy, and a friendly, helpful and professional manner.
- Good understanding of what it means to provide excellent customer service.
- Smart, professional appearance
- Be aware of and comply with School policies and procedures, particularly in relation to child protection, health, safety and security, confidentiality and data protection
- Understands the General Data Protection Regulations with regards handling pupil and parental data.
- A strong team player who will embody George Watson's College culture and values

##### **Desirable:**

- Experience of working within a School environment or similar educational establishment
- Vocational qualifications (e.g. SVQ/NVQ level three) in a relevant area such as Customer Service or Business & Administration.