



Erskine Stewart Melville

1694

ADMINISTRATION ASSISTANT

SCHOOL	Erskine Stewart Melville
DEPARTMENT	ESM School Operations Team
REPORTS TO	School Operations Manager

ROLE DETAILS	
PURPOSE OF THE SCHOOL OPERATIONS TEAM	- The School Operations Team (SOT) provides a range of high-quality operational services for the Junior School Leadership Team (JSLT), the Senior School Leadership Team (SSLT) and other leaders and members of staff. The team also provides services for students and their families as well as for visitors and external agencies, often as ‘the face of ESM’ - The School Operations Team draws together all the aspects of professional administration and support that enable the Junior School, the Senior School and other areas of ESM to function effectively and efficiently. It does so in line with ESM’s values, Kindness, Confidence, Resilience, Integrity, and Curiosity. Our combined purpose is to provide the best possible education for ESM’s young people - By using and developing common systems, standards and approaches that harness innovative use of IT, the SOT seeks to embed best working practice across ESM whilst also providing a reliable and personable service to staff, students and parents alike.
GENERAL PURPOSE OF THE ROLE	- To provide a consistent and excellent professional service to appropriate school leaders, staff and students - To work as a key member of the integrated School Operations Team in using and improving standard operating procedures whilst making best use of IT systems.
SPECIFIC PURPOSE OF THE ROLE	- To be responsible for assisting in administering the procedures and systems that underpin and facilitate the smooth running of ESM. - To provide administrative assistance, giving additional capacity to respective pillars of the School Operations Team as required: Wellbeing, Admissions, Academic, Reception, Exams & Assessments, Cover & Operations. - To work collaboratively with all members of the SOT (whatever their role and wherever based) in understanding similarities and co-dependencies between activities to streamline and improve working practice - To undertake all responsibilities in such a way that ideas for improved approaches and systems are constantly being considered and evolving - To work in a flexible and proactive manner in order that cooperation and resilience – as led by the School Operations Team Manager and their Deputy – are hallmarks of the team.

ACCOUNTABILITY	Accountable directly to the School Operations Manager (or through Deputy School Operations Manager).
AUTHORITY	As delegated by the School Operations Manager (or through Deputy School Operations Manager).
RELATIONSHIPS	- Works closely with members of the School Operations Team to provide an effective and consistent service for School leaders - Develops strong and mutually respectful relationships with Senior leaders and other relevant members of staff to provide the best possible education for ESM's young people.
DUTIES AND KEY RESPONSIBILITIES	- As directed by the School Operations Manager or Deputy School Operations Manager, to provide administrative assistance and support to other members and areas of the School and School Operations Team including Reception, Wellbeing, Academic, Admissions, Exams & Assessments, Cover & Operations as need be, but likely to include regularly assisting with: - Front Office administration so that processes, systems and data are aligned. - Co-ordination of all attendance matters including morning and lesson-by-lesson attendance and processes relating to missing students - Provision of summaries and outputs from attendance data to support teachers, Year Group Leaders and Heads of Year - Maintenance of logs such as Fire logs, accident records, student late book and signing in/out records - Front line contact for all enquiries by email, phone or in person and maintenance of accurate visitor records. Creation and issue of wi-fi codes for visitors - Internal and external mail - Administration of stationery supplies and procurement requests for students, Senior School Academic Departments. Junior School Year Groups and for School Operations Team offices - Administration of student lockers and keys - Administration of student lunch payment system - Administration of vaccination schedules - Staff, student and parent communication (student messages, SchoolPost, email, in-person visitors) as need be

PERSON SPECIFICATION		
	Essential Criteria	Desirable Criteria
Experience	- Experience of working in a busy and dynamic Office environment, with multiple and varying demands - Experience managing a busy and varied workload including email inbox and prioritising workload as required - Experience of database administration.	Experience of working in a school or an education environment.
Skills/ Abilities/ Capabilities	Proficient in the full Microsoft Office package, specifically Word, Excel, Outlook and ISAMS	

	• Ability to work in a very busy office environment and multi-task as required • Maintain a calm, always reassuring and professional demeanour • High level of oral and written communication • Excellent attention to detail and highly able in both spoken and written English • Able to reflect on activities and processes as part of seeking continual improvement.	
Personal Attributes	• High professional and personal standards • Workplace flexibility and a willingness to adapt to change with regards to how and when work is progressed.	• Commitment to continuous professional development.