

Queenswood



PERSON SPECIFICATION
AND JOB DESCRIPTION



School
(Operations)
Administrator



Job Description

The School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Job Title School (Operations) Administrator

Main Purpose of the job: To work as part of the Operations Team (Operations and Lettings) focusing on providing an administrative and front of house service for pupils, parents/guardians, internal staff and external clients/visitors of the school.

Reporting to: Operations (Transport and Lettings) Manager (OM)

Reporting to the job holder: Operations Coordinator and Data Office (OCDO)

Main responsibilities and duties This is a customer (ie parents, clients, staff and pupils) and supplier facing role requiring tact, diplomacy and effective communication to be combined with the administrative and organisational skills needed to manage a busy office and school data systems.

Welcome visitors to the school as necessary and ensure visitors sign in and are met by a member of staff in accordance with the school's visitor policy.

Book vehicles for internal school transport, including: day transport, airport runs; transport for girls and others during the school day. The latter includes: transport to Gosling Sport Academy, medical visits, banking, pastoral and pupil extra-curricular trips, visits and activities.

Meet and Greet drivers either on the homebound or schoolbound shift. This may include taking phone calls from parents or drivers about daily operations.

Review the twice daily legal pupil registration reports, following up as appropriate to determine the correct registration status of all pupils and coordinate Missing Pupils protocol when necessary.

Assist the OM and OCDO to maintain the daily operation on all School information systems.

Supporting the OM and OCDO with a variety of administrative tasks such as data inputting, producing reports, spreadsheets or word documents.

Arrange reception cover for open days and similar events in order to provide a single point of contact.

Ensure all complaints, enquires and information requests are dealt with effectively.

Coordinate school postal and package services.

To ensure that day to day operation of the school office and reception is compliant with Safeguarding Children as guided by the Head of HR and the Head of Pupils.

There will be a shared shift pattern to help cover the office opening hours from 0700 – 1830 Monday – Thursday and 0700 – 1700 on a Friday term time only. The holidays will follow a 0800 – 1600 work pattern.

Support other internal departments when required.

Other duties may be deemed appropriate to the role by the Principal or Bursar.

Created January 2022

Person Specification

Experience

- Proven ability to supervise administration staff in a customer facing environment.
- Previous use of information systems.

Skills

- Excellent administrative, organisational, inter-personal and communication skills.
- Strong IT skills, including MS Office, use of spreadsheets and databases.
- Ability to use initiative and work as an individual or part of a team with minimum direction.
- A clear speaking voice and good telephone manner.

Knowledge

- A good general education.
- Ability to operate and maintain school information systems.

Attributes

- Must be flexible and willing to proactively make the operation of the operations work.
- A professional, adaptable and proactive attitude.
- A friendly and highly professional approach to pupils, parents, staff and members of the public.
- Appreciation of and sympathy for the objectives of an independent school.
- An understanding of the importance of confidentiality and discretion.

Training

- Preparedness to undertake training and development, as required, particularly in relation to the introduction of new technologies.

Other relevant factors:

Part time post, 39 weeks (Term-Time plus 5 weeks). 37.5 hours per week.

Salary: SP16 (435)

Holidays: Bank Holidays where these fall within their normal working week.

Miscellaneous

Candidates should note that all appointments are subject to a satisfactory medical disclosure and a satisfactory enhanced check with the Disclosure and Barring Service.

The School has a strong commitment to the professional development of all staff and it is a condition of employment that all colleagues participate in any scheme of appraisal and professional development in force in the school. The school is an equal opportunities employer and is a non-smoking establishment.

Created January 2022