**GARSTANG COMMUNITY ACADEMY**

**Job Description**

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| **Job Title:** | Academy Administrator |
| **Salary:** | Grade C  Points 14-17 on the NJC Pay Scale |
| **Responsible to:** | PA to Principal (Line Manager) Principal |
| **Date of Job Description:** | February 2019 |

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| **Purpose of the Role:** |
| * To provide high quality administrative and operational assistance across all areas of school (e.g. student, staff, finance etc.) as directed by line manager and/or SLT. * To provide a friendly, welcoming, professional and efficient Reception service to all staff, students, colleagues and visitors in school. * To act as the first point of contact for enquiries received in Reception by phone, e-mail or face to face; handling these in an appropriate and timely manner, ensuring an outstanding level of customer service. |

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| **Main Tasks and Responsibilities:** |
| * To provide high quality administrative and operational assistance across all areas of school (e.g. student, staff, HR, Finance etc.) as directed by line manager and/or SLT. This may include word processing, spreadsheets, filing, data entry, running reports, producing lists, maintaining manual and computerised records, processing orders, collecting monies, basic book keeping, e-mails, phone calls, and face to face communication. * To act as the first point of contact for all enquiries (phone, e-mail and in person) received in Reception. This may be from staff, students, colleagues or visitors. Performing this task with an outstanding level of customer service: taking and recording clear messages, passing these messages on accurately to the relevant person, filtering call enquiries where appropriate, providing response to enquiries where directed and able to do so, ensuring visitor sign in, offering support, information and hospitality to visitors as required. Ensuring that all of the above is handled in a confidential, professional, timely, pro-active, positive and supportive manner at all times. * To support efficiently and professionally setting up meetings as required; liaising with attendees, arranging a mutually convenient and timely date, distributing agendas and relevant documents. * To take and type up accurate and detailed minutes/notes from meetings as required. * To type up and format documents and letters as required. * To assist in initial proof reading of documents as required. * To input data into spreadsheets and databases used; manipulate data and run reports as required e.g. SIMS. * To undertake manual or electronic filing of documents within school. * To assist in undertaking regular audits of files within school as required. * To sort incoming post into school and assist with the distribution to the relevant person. To ensure the timely send out of all outgoing post from school. * To ensure office equipment and stationary levels are maintained and to escalate to the PA to SLT where a stationary order may be required. * To undertake any printing, photocopying, scanning or shredding of documents as required |

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| **Other Tasks and Responsibilities** |
| * To act in accordance with FCAT’s Policies and Procedures. * To act as a role model, to encourage and promote non-discriminatory behaviour and ensure equality and diversity is sustained within FCAT and our academies. * To ensure compliance with the General Data Protection Regulations and maintain confidentiality in your working practices each day. * To adhere to FCAT’s Safeguarding Policy and Procedures to ensure that the duty of care for all staff, including yourself to protect children and young people is maintained. * Any other tasks and responsibilities reasonably appropriate to this post and grade. |

**Academy Administrator**

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| **Personal attributes required based on Job Description** | **Essential (E)**  **or**  **Desirable (D)**  **Criteria** |
| **Qualifications**  1. GCSE/ Level 2 qualifications  2. Qualification in Business Administration. | E  D |
| **Experience**  1. Demonstrable experience of working in a busy administrative environment or role.  2. Demonstrable experience of working in a customer facing role and delivering excellent  standards of service.    3. Demonstrable experience of dealing with matters confidentially and sensitively.  4. Demonstrable experience of working within a role in the Education/Multi Academy Trust  sector. | D  D  E  D |
| **Knowledge**  1. Knowledge of best practice administrative procedures and systems  2. Up to date knowledge of ICT packages  3. Up to date knowledge of Data Protection and Safeguarding Legislation. | D  D  D |
| **Skills and Abilities**  1. Excellent written and verbal communication and interpersonal skills.  2. Strong ability to present information to others in a clear and concise way.  3. Excellent ability to work accurately and with attention to detail.  4. Excellent ability to take and type comprehensive and accurate notes/minutes.  5. The ability to use judgement, problem solving skills and initiative to provide information and support and to recognise where issues may need to be referred onwards to be addressed by senior staff.  6. Excellent ability to organise and prioritise a busy workload.  7. The ability to work flexibly and respond to change on a daily basis.  8. The ability to work effectively and contribute in a team.  9. The ability to demonstrate professional behaviour at all times, remaining calm in potentially sensitive or challenging situations.  10. The ability to work with confidence and consistency to maintain trust and assurance in the reputation of the school and Trust.  11. The ability to achieve strong and positive working relationships, to achieve a successful outcome.  12. Strong analytical skills.  13. The ability to use Microsoft Office at a good level including running reports.  14. The ability to act as a role model to encourage and promote non-discriminatory behaviour and sustain strong equality and diversity in the workplace. | E  E  E  D  E  E  E  E  E  E  E  D  E  E |
| ***Essential requirements are those without which an applicant will not be considered for appointment.*** | |