

Job Description & Person Specification

Job Title:	Central Services Administrator
Department:	Central Services
Location:	Mount St Mary's College, Spinkhill
Hours of Work:	35 weeks (Term time) 40 hours per week 4 weeks (during holidays) 22.5 hours per week worked over 3 days
Responsible to:	Central Service Coordinator

Main Purpose of this post:

The Central Services team is designed to provide a wide range of administrative and secretarial support to a number of key groups within the School. Of key importance is the provision of support to the Deputy Head Pastoral and Deputy Head Academic who will be the primary users of these services. The team will operate in the capacity of a 'School Office' and will focus on ensuring the needs of current parents, pupils and staff are catered for as far as is practically possible. The allocation of work undertaken by the team will be allocated by the Central Services Coordinator and tasks will be divided between this person, the CS Coordinator, Gap Students and, where practical, the receptionist. You will also work closely with boarding staff.

Main duties and responsibilities

As directed by the CS coordinator provide an administrative support service to allow for the effective running of the school.

Secretarial Support to the Deputy Heads:

- Provide a full range of administrative support to the Deputy Head Pastoral and Deputy Head Academic. (DHP & DHA)
- Diary management for the DHP & DHA
- Organise travel and accommodation for trips, courses etc for the Deputy Heads.
- Provide admin support in arranging Parents Evenings
- Collate and circulate the Week Ahead calendar (including attending this weekly meeting)
- Take minutes at the Muller Group Meetings and ensure these are passed to the relevant named individuals
- Ensure that any necessary Cover Support is arranged and communicated to all teaching staff
- Prepare the Acta Diurna
- Receive requests for the removal of pupils from classrooms, and in the absence of the on duty member of the boarding team, remove the pupil from the class room.

Other Secretarial Support:

- Receive requests from a wider range of teaching staff for administrative support. Priority will be given to Heads of School and then Academic Subject Leaders. It is to be noted that it will not be possible to accommodate all requests for help so the ability to communicate the team's availability and timeframes is important
- Take minutes in meetings, collate and distribute (Academic Staff Briefing, DH meetings and others on request)
- Assist with administering the Activities Database
- Update the content of the Parent Handbook and the Boarding Handbook in conjunction with the relevant staff members during the summer term. Ensure these amendments are given to the Marketing Manager prior to the end of the academic year so new editions can be published.
- Produce Scholars' Certificates and send out postcards
- Produce Merit Certificates for awards assemblies
- Assist in the printing and distribution of pupils reports
- Produce bi-weekly data reports for Heads of Line and Tutors
- Room bookings
- Support Educational visits coordinator with communications and administration tasks
- Performance Licences
- Assist the Cross Campus Director of Music with the ordering of costumes and props for performances

Parent Contact:

- Provide the first point of contact for existing parents, pupils and teaching staff, ensuring communication channels are effective.
- Deal with telephone enquiries, forwarding or actioning these as appropriate
- Sending ParentMail communications by email and by text, including Sports Team Sheets and Newsletters
- Mail shots of letters to existing parents including details of upcoming events and ticket information
- Cover on reception at lunchtime

Monitoring Pupil Attendance and Absences:

- Review pupil registrations of a morning and afternoon and ensuring that any unaccounted for pupils are followed up on. Work with the DHP and DHA to review the existing registration process and find a more streamlined and effective solution.
- Liaise with the Designated Safeguarding Lead (DSL) regarding any missing pupils
- Produce attendance reports

School Office Management:

- Compile the school calendar on a termly basis from the information provided by the music department and inputted to ISAMS. Pass this in the agreed format to the Marketing Manager who will arrange for printing. Once the printed copies are supplied, the CS team will ensure they are distributed to all families.
- Organise the school photographs including those for music and the sports department, including booking photographers, orders of photos and their distribution
- Ensure signing in and out sheets are up to date and available.

- Have up to date fire lists available at all times
- Ensure leave of absence forms are signed and put in the cover diary
- Ensure communications to staff from the Head and Deputy Heads are displayed appropriately in the staffroom.
- Organise for post to be delivered to pigeon holes and display boards to be updated and checked on a regular basis
- Maintain current pupil records on ISAMS noting any changes.
- File any relevant paperwork to pupil records and ensure a digital copy of the record is available on ISAMS
- Frank all outgoing post and ensure available to Royal Mail at the appointed collection time
- Support school events with ticketing and monitoring of bookings where needed. Particular support will be allocated to the preparations for Academy during the spring and early summer terms.
- Supervise the allocation of Gap student time and monitor their completion of tasks. Gap students will use the Central Services 'Hub' as a base and should report to this area as soon as a timetabled task is complete. The Central Services team will ensure that all appropriate tasks are communicated to this team. Any issues with Gap students will be escalated when needed to the DHA and Head of Boarding.
- Order Student Planners and Teachers Planners

Management of resources:

- Ensure the school office has the appropriate stationary etc and ensure Purchase Orders are supplied to the Finance Department for all proposed spend.
- Identify future resourcing needs for consideration in the college budget planning process.
- Ensure that all resources are fit for purpose and used in accordance with health and safety guidelines.

Training & Development:

- As a professional ensure you set personal targets for yourself and take responsibility for your own continuous professional development.
- Maintain up to date knowledge of emerging developments with your profession
- Take a keen interest in emerging developments within the independent schools sector, visa regulations and other admissions related areas.

ICT

- Have a good understanding and knowledge of the General Data Protection Regulations (2018) and ensure working practices comply with the regulations.

Health & Safety

Under Health & Safety legislation, you have a responsibility to yourself and others for ensuring adherence to the School's Health & Safety Policy by:

- Reporting all accidents and unsafe situations to your line manager and in accordance with School policy.
- Cooperating with others on health and safety, and not interfere with, or misuse, anything provided for your health, safety and welfare.

- Following any training you receive when using any work item provided.

All School staff are expected to:

- Work towards and support the School's vision and the current objectives
- Support and contribute to the School's responsibility for safeguarding and promoting the welfare of children and young people, adhering to all safeguarding policies and procedures.
- Value, promote and advance equality and diversity
- Work within and adhere to the School's health and safety policy to ensure a safe working environment for staff, students and visitors
- Adhere to Data Protection principles and policy, ensuring confidentiality of the School's activities is maintained in order to protect the integrity of the organisation and its people
- Maintain high professional standards of attendance, punctuality, appearance, conduct and positive, courteous relations with students, parents and colleagues.
- Engage actively in the performance review process
- Undertake other reasonable duties commensurate within the grade as required from time to time

The above duties are not intended to be exhaustive and you may be required to carry out other duties commensurate with the post which do not change the character or purpose of the post and are necessary to meet the needs of the School and maintain high standards of business practice.

Mount St Mary's College / Barlborough Hall School is committed to safeguarding and promoting the welfare of children and young people. All staff and volunteers are therefore expected to behave in such a way that supports this commitment.

PERSON SPECIFICATION

Central Services	Ess	Des	MOA
EDUCATION & TRAINING			
English and Maths GCSE A-C or equivalent	*		I/C/A
Good academic record, ideally to at least A Level standard (although relevant work experience will be equally valued)		*	A/I/C
Strong computer skills and confidence in using MS Word, Excel and database programmes	*		A/C
WORK EXPERIENCE			
Previous experience of working within a school office environment		*	
Experience of work within a service based environment which is customer facing and which requires the coordination of requests	*		A/I
Strong administrative skills and previous use of databases. Experience of using ISAMS would be very advantageous	*		A/I
Knowledge of good data management practice eg. Data Protection	*		A/I
SKILLS			
Excellent communication skills. To include an excellent telephone manner, strong face to face engagement and good written skills.	*		A/I/As
To be able to write effective, clear and accurate communications		*	A/I/As
Strong attention to detail and the ability to identify and correct errors in material presented to them	*		A/I
Good organisational and personal management skills with the ability to prioritise workload and meet deadlines.	*		I
Strong administrative skills and the willingness to work on repeated activities on a regular and time sensitive basis.	*		A/I
The ability to work with discretion at all times.	*		I
PERSONAL ATTRIBUTES			
Able to engage warmly and empathetically with a range of visitors to the school	*		I/R
An independent thinker and initiative taker. Ability to find solutions to questions posed and lead this to execution without the need for high levels of personal support and guidance.	*		I/R
A strong work ethic with a 'can do' attitude.	*		I/R
Ability to influence and motivate people.	*		I/R
Commitment to providing excellent customer service.	*		I/R
Approachable, calm and diplomatic.	*		I/R

Key: MOA = Method of Application; A = Application; I = Interview; Assessment = As; R = Reference; C = Certificate

Our Values;

The Core purpose of our School is care not profit. Profit helps us achieve our charitable purposes.

The Golden Rules

We conduct ourselves with respect:

- Respect for ourselves,
- Respect for others, and
- Respect for our environment.

We hold dear the Ignatian principles of compassion and care:

We always seek to understand the difficulties other may be facing.
We are sensitive to the needs of others, and
We try to help in any way we can.

We strive to the Magis:

In all things, at all times, we have high standards in all that we do, and
We push ourselves to be the very best we can be
For the Greater Glory of God.

Prepared July 2019