

## JOB DESCRIPTION

**POST TITLE:** Administrative Officer, Administration Team, Solihull Academy

**POST RESPONSIBLE TO:** Team Leader, Administration Team

**SALARY:** Grade 5, SP 7- 13  
FTE £25,584 - £28,163  
Actual Salary based on term time plus 2 weeks  
**£23,550 - £25,924**

**CONTRACT TYPE:** Permanent, full time, term time only plus 2 weeks prior to the start of the academic year

**HOURS:** **8.30am - 4.30pm**

Term time only (41 weeks with a requirement to work days during A Level & GCSE results week in August). Flexibility required to meet operational needs/cover absence etc

(Job share may be considered for the right candidate)

### **Job Purpose**

Under the direction of the Office Team Leader, to support the day-to-day administration of the WMG Academy to facilitate the operational needs of students, staff parents/carers, visitors and other stakeholders.

### **Duties and Responsibilities:**

The exact duties and responsibilities will change at different points of the academic year, so flexibility is important. These will include:

- Providing first class administration to include organising tasks, communicating clearly both orally and in writing, prioritisation and accuracy in all completed work. Complete data entry onto various systems,

organise paperwork, electronic filing, photocopying, printing and other office duties.

- Modelling the highest professional conduct and standards to staff and students in all aspects of the role;
  - Solving day to day problems and be committed to working in a cohesive, supportive and forward-thinking team of colleagues, which continuously seeks to improve processes;
- Take part in open evenings, parents' evenings, weekend induction/open events and other out of hours events which will be paid;
- Working at all times to the standards set out in the Code of Conduct Policy for Staff and all other policies;
  - Completing work related to HR, Operations, Cover and Staffing Events, Marketing, Health & Safety, IT admin and any other relevant tasks in order support the Academy's administration of processes.
  - Ensuring all reception telephone and personal enquiries are dealt with efficiently and effectively in a way which promotes a positive image of the Academy;
  - Working within the GDPR and Data Protection requirements.

Any other duties as requested by Line Manager.

## **PERSON SPECIFICATION FOR ADMINISTRATIVE ASSISTANT**

The person specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively:

**REQUIREMENTS** The post holder must be able to demonstrate:

ESSENTIAL (E)

DESIRABLE (D)

### **QUALIFICATIONS**

GCSE (or equivalent) grade C or above in English and Mathematics (E)

Educated to A 'Level/Level 3 (D)

Evidence of continuing professional development (D)

### **EXPERIENCE**

Previous administration experience (E)

Experience as working as part of a busy team, ideally in a school (D)

Previous education administration experience (D)

## **KNOWLEDGE AND SKILLS**

Excellent verbal and written communication skills (E)

Excellent interpersonal skills (E)

Ability to deal with difficult conversations in a calm manner, using high levels of tact and diplomacy (D)

Computer literate, with familiarity with applications such as MS Office (E)

Ability to work unsupervised and take the initiative (D)

## **PERSONAL ATTRIBUTES**

A commitment to ensure data is processed appropriately, in line with policy and legislative requirements (E)

Ability to establish positive relationships with students, staff and visitors (E)

Flexibility and adaptability; confidentiality and discretion (E)

A commitment to safeguarding to learners within the Academy (E)

Enthusiasm, optimism and energy (E)

Ability to organise, plan and prioritise (D)

## **Flexibility**

In addition to the above duties, it is expected that there will be additional occasional work in evening/weekends, e.g. supporting events, open days, induction days and parents' evenings. Time off in lieu (TOIL) will be given during term time by agreement in advance with the line manager and in line with the WMG TOIL policy.

## Person Specification

The person specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively:

<b>REQUIREMENTS</b> The post holder must be able to demonstrate:	ESSENTIAL (E) or DESIRABLE (D) REQUIREMENTS
<b>QUALIFICATIONS</b>	
5 GCSEs	E
<b>EXPERIENCE</b>	
Experience of working in an education as an administrator	D
Experience of working with attendance, using Bromcom or similar	D
<b>KNOWLEDGE AND SKILLS</b>	
Good ICT and record keeping skills	E
Good numeracy and literacy skills	E
Ability to work constructively as part of a team	E
Ability to relate well to young people and to adults	E
Excellent communication skills	E
Have the ability to deal with sensitive issues in a professional manner	E
Ability to prioritise effectively	E
Understand the need for confidentiality when appropriate and to ensure clear and sensitive communication	E
<b>PERSONAL ATTRIBUTES</b>	
Can build personal relationships with stakeholders, through regular contact and professional communication	E
A commitment to safeguarding learners in the academy	E
Can accept, support and quickly implement change	E
Can identify and promote best practice and encourage the sharing of ideas	E
Values the diversity of individuals, adaptable approach to meet individual needs and effectively utilise the diversity of team members	E
Works with others to resolve differences of opinion and resolve conflict	E
Previous experience working with families and/or multi-agency work	D

All offers are subject to up to date KCSIE regulatory clearance, including online checks, references and enhanced DBS checks