

## **Appendix 1**

### **Key Administrative Services**

The following are deemed to be the key administrative support services and will be delivered collectively by members of support staff who have an administrative function. These services will be reviewed periodically (in consultation with the Office Manager) and amended accordingly:

1. Senior Leadership Team: full secretarial, administrative and clerical support.
2. Middle management: secretarial, administrative and clerical support (subject and pastoral areas).
3. Governors: secretarial, administrative and clerical support as required.
4. Administrative maintenance of school's electronic communications systems (i.e. website, Virtual Learning Environment (VLE), Parent Call, 'Communications email', Parents Gateway, data screens, school diary/calendar, teaching cover arrangements *etc.*).
5. Administration associated with the smooth running of parental meetings, school functions (internal and external), and any other special events.
6. Maintenance of all non-finance modules of the School Information and Management System (SIMS).
7. Maintenance of all other electronic databases/paper based filing systems.
8. Routine correspondence, reports and returns (as directed by School Business Manager).
9. Admission, Transition, Transfer and Leaving information.
10. Personnel: all routine administration connected with staff recruitment, interviews, appointments and resignations.
11. Production/updating/maintenance of school publications and major documents (i.e. options booklets, school prospectuses, staff handbook, student handbook, school policies, weekly staff and pastoral bulletins, newsletter *etc.*).
12. Administration associated with Continuing Professional Development, Beginning Teachers, NQTs, GTPs, Student Teachers *etc.*
13. Administration associated with surveys, and statistical and other returns.
14. Pupil data systems (including assessment, recording and reporting)
15. 16+ Admissions process.
16. UCAS process.
17. References: staff and pupils.
18. Administration associated with internal and external examinations.
19. Administration associated with Specialist Status.
20. Assistance (as required) with pupil attendance administration: including the maintenance of registers and absences through the SIMS attendance module/school database.
21. Routine administration associated with Health and Safety compliance.
22. Routine administration associated with new initiatives (i.e. Healthy Schools, Extended Schools, Travel to School initiatives, *etc.*).
23. School Trips (Home and Abroad).
24. Additional Educational Needs administration: routine secretarial and clerical support associated with this area, including statement procedures.

25. Administration and organization of school and other photographs.
26. Routine administration associated with Careers and Work Related Learning.
27. In an emergency, you may be asked to support the Cover Team either in or out of the classroom.
28. Pupil health and wellbeing: supervision of Medical Rooms, minor first aid as required, dispensing of medicines notified by home, emergency contact, clerical work (forms, records etc.), organization of medical and dental inspections, travel passes *etc.*
29. Organisation of efficient, welcoming and courteous public and pupil reception.
30. Organisation and maintenance of all staffroom notice boards and pigeon holes.
31. Contribution to the reception rota covering 7.30am – 5pm (Mon-Fri). Initially the hours are likely to be 9.00am – 5pm

### **Administrator/Receptionist Core Duties**

The Office Manager will ensure the equitable distribution of the following core duties to Receptionists and Administrators. From time to time administrators not line managed by the Office Manager might be asked to assist in the completion of these duties. Where this occurs, arrangements will be agreed between the Office Manager and individual's line manager.

- Assisting and supporting in the work of fellow Administrators and Receptionists.
- Covering the work of fellow Administrators and Receptionists in the case of short term absence.
- Covering the routine work of the school Attendance and Behaviour Management Administrator, and Data and Assessment Manager in the case of short term absence.
- Dealing with all aspects of internal mail and external post.
- Photocopying; filing; data input; and typing (including minutes and dictation as required).
- Routine correspondence/standard letters/standard reports.
- Communications: answering telephone, responding to emails, making telephone calls, sending emails, taking messages, distributing individual and whole school communications.
- Minor First Aid and supervision of Medical Rooms as required.
- Resolving basic queries and responding to and dealing with basic enquiries (stakeholders and members of the public).
- Assist at meetings, presentations and special events outside School Office hours (*time in lieu granted*).
- Making tea and coffee for visitors and for meetings, and help with hospitality (as required).
- Training fellow colleagues in the routines of the reception and office areas.
- Any other duties that reasonably fall within the remit of any post holder.