



Twyford Church Of England Academies Trust

“I have come that you might have life
and have it to the full” John 10 v10



Ealing Fields High School

Job Description

Job Title:	Administrator / Cover Supervisor
Grade:	Grade 5, Scale Points 12-15 (£24,603 - £25,950)
Line Manager:	Office & Communications Manager
Supervisory responsibility:	None, other than assisting in the work familiarisation of new staff
Hours:	Full time (35 hours/week, 52 weeks/year*)

Main purpose of the job

- To support a range of organisational, clerical and general tasks on behalf of the school, staff, students, parents and visitors. The new post-holder will share responsibilities and tasks with the other members of the School Administration team.
- To cover lessons in the absence of teaching staff for up to a maximum of 2 periods per day if necessary.

Key Outcomes

Office responsibilities are shared with other members of the School Administration team, under the management of the Office & Communications Manager, and include:

- Cover supervisor
 - Reception duties
 - Attendance monitoring
 - Behaviour monitoring
 - Welfare delivery
 - Reprographics
 - Other clerical duties
 - General duties
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Main responsibilities and tasks

1. Cover Supervisor – to cover lessons in the absence of teaching staff

- To take electronic registration
- To deliver the lesson using cover work provided
- To ensure appropriate classroom behaviour in line with Twyford Trust expectations

2. Reception duties - to act as first point of contact for all visitors to the School

- To meet and greet visitors to the School ('front of house')
- To provide a high quality information service to staff, pupils, visitors and external callers in respect of current and future school activities
- To process all incoming and outgoing mail
- To handle quickly and accurately all incoming phone calls
- To deal with enquiries received via the School's email office mailbox
- To register students signing-in or leaving the School site on SIMS

3. Attendance monitoring - to administer the electronic registration and attendance system

- To assist with locating students who are missing from lessons
- To issue Late detention slips
- To chase outstanding registers
- To monitor and maintain weekly reports on outstanding registers

4. Behaviour monitoring

- To assist the administrative processes relating to detentions and exclusions
- To assist and oversee the conduct system, including inputting conduct points
- To assist in issuing the Duty Rota
- To ensure that pastoral information is regularly updated and accurate

5. Welfare delivery

- To assist students who attend the welfare room
- To ensure all procedures are followed when dealing with students
- To maintain a log of support given to students in each case
- To liaise with parents if necessary
- To update SIMS system with any action information regarding students

6. Reprographics – to carry out reprographic duties to support students and staff

- To collect all requests for reprographics (by email)
- To assist process all reprographic requests accurately and within agreed time constraints
- To prioritise work during busy times, such as producing yearly student reports and preparation of examination papers

7. General duties

- To undertake similar duties, commensurate with the level of the post, at the discretion of the Office Manager or Administration & Communications Manager. This might include temporary

re-deployment to meet the needs of the wider school, and may involve normal duties having a lower priority or being temporarily put 'on hold'. These duties may include (not limited to):

- General clerical / administrative / filing support; collecting and distributing lost property
 - Lunchtime and/or temporary cover
 - Supporting preparations for major School events
 - Communications with staff, students, parents and other external stakeholders
 - Administration supporting the admissions process
- To be aware of and comply with policies and procedures relating to child protection, security, confidentiality and data protection
 - To adhere to School Health & Safety policy, including risk assessments and safety systems, and to assist with student welfare
 - To attend and participate in meetings, training, performance management processes and professional development, as required
 - To contribute to the overall ethos of the School

Key measures of success

- A well-organised, calm and responsive administration service.
- Positive feedback from staff, students, parents and visitors.

Signatures

Signature of Manager: _____ Date: _____

Signature of Post Holder: _____ Date: _____

Person Specification

Education and Qualifications	Essential	Desirable
GCSE passes in English and Maths, or equivalent	✓	
General administration qualification		✓
Knowledge and Experience	Essential	Desirable
Good ICT skills	✓	
Intermediate or advanced MS Office user	✓	
Previous administrative experience or of working in an office environment	✓	
First Aid qualification		✓
Experience of working in a customer service and support environment		✓
Experience of working within a school environment		✓

Personal Qualities	Essential	Desirable
Professional attitude and approach to work	✓	
Willingness and ability to manage own time and take full responsibility for work	✓	
Ability to organise, plan and prioritise work, paying attention to detail	✓	
Enthusiasm for working with staff and students	✓	
Ability to communicate clearly and effectively with different audiences, orally and in writing	✓	
Able to demonstrate discretion, confidentiality and commitment	✓	
Customer focused with excellent customer care skills	✓	
Excellent attendance and punctuality	✓	

Key Terms and Conditions

Pay:

Grade 5, Scale Points 12-15 (£24,603 - £25,950).

Starting salary is on the lowest scale point in the grade; increments are then paid to staff with more than 6 months service in April of each year until the highest scale point in the grade is reached. Payment is by bank transfer on or by 26th of each calendar month.

Hours of work:

The working week is 35 hours; core hours are from 8.00am – 4.00pm with an hour lunch break or as agreed with the office Manager.

*An additional 1 hour is to be worked each day from 4.00 – 5.00pm. These additional hours will be accrued and taken as time in lieu during school holidays or other closures when the office is less busy.

Weeks of work:

Full-time comprises 52 weeks, with annual holiday entitlement of 24 days per year plus 3 days at the end of December (when the school is closed) plus 8 public holidays. Entitlement increases to 27 days after 5 years' service. Holidays are to coincide with periods when the school is closed and public holidays which will be notified from time to time.

Probation:

All support staff appointments are subject to satisfactory completion of a 6 month probationary period.

The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. The successful applicant will be required to apply for an enhanced disclosure from the DBS (Disclosure and Barring Service), previously the CRB.

For more information visit <https://www.gov.uk/crb-criminal-records-bureau-check>

You will also be expected to sign and adhere to the Trust's SAFEGUARDING CHILDREN & YOUNG PEOPLE and SAFE WORKING PRACTICE AGREEMENT which is available as a download on the Trust website.