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|  | **Job Description** | |
| Administrative Manager | |
| School:  Reporting to:  Period: | Acorn School, Winkleigh  Executive Head Teacher  39.2 Weeks per annum |
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Aims of the post:

Phoenix Learning & Care is a diverse organisation offering residential and educational services for Young People. The individuals we support are generally classified under the description of Socially, Emotional and Mental Health (SEMH) with difficulty managing their emotions and behaviour. We also support young people with complex learning impairments including autism.

The Administrative Manager will hold specific responsibility to act as first point of contact with visitors and telephone callers, as well as providing general administrative and clerical support.

The Administrative Manager will line manage the team of administrators as directed by the Head Teacher; this will include overseeing their allocation of duties and offering support, guidance and challenge to ensure the smooth running of the service.

* You will provide high levels of customer service to all who contact the school. The reception is often the first experience that pupils, parents/carers, commissioners will have of Acorn School.
* You will follow internal quality requirements, at every stage of your work.
* You will work closely with colleagues to ensure that all administrative needs and general reception duties are met and adhered to.
* You will be required to work independently and have the skills and experience to enable autonomous practice in all areas including consultation responsibilities, service delivery and decision making.
* You will, under supervision, support the school in addressing the needs of pupils and team members with lines of enquiry and redirect to relevant bodies.
* You must have office and administration experience which has involved providing customer service.
* You will require strong communication and IT skills and be able to work within a busy environment whilst maintaining accuracy in your work and paying great attention to detail.
* You will have experience of using a MIS system to support admissions work and must not be phased by data entry, checking, and running processes.

* You will meet the individual educational needs of pupils in a way that promotes, dignity, privacy, safety and independence.

The Governing Body is committed to safeguarding and promoting the welfare of children and young persons and therefore all team members are expected to ensure that the highest priority is given to following guidance and regulations to safeguard children and young people.

* 1. **Key Responsibilities:**

1. To Welcome all visitors to the school, controlling the issue of visitors’ passes, and notifying members of team members as appropriate.
2. Operate the telephone system and ensure that messages are efficiently distributed.
3. Open and distribute as necessary incoming email messages sent to the school mailbox
4. Pass on admissions enquiries to the Head Teacher / SENDCo
5. Maintain a list of visitors and signing-out books for team members and pupils, in order to ensure an orderly evacuation of the buildings in the event of fire.
6. Maintain stocks of postal franking supplies and stamps and prepare outgoing post for mailing.
7. Operate photocopier/fax.
8. Maintain stocks of minor stationery items within the School Administration Building.
9. Use computer for word-processing, spread-sheets, email and access to potential pupil’s database.
10. Assist members of the Senior Management Team, the School Administration Team with other appropriate tasks as required.
11. Responding to both emails, written and personal enquiries from potential pupils/providers, providing detailed responses to their enquiries.
12. Record all contact received and made on the school MIS system in line with agreed procedures and service levels.
13. Contribute to the monitoring of agreed service levels, including turnaround times, chasing outstanding decisions as required.
14. Provide administrative support in setting up transitional meetings and EHCP reviews where appropriate.
15. Maintain accurate, well organised and up to date records of work.
16. Maintain own continuing professional development (CPD) to update relevant knowledge and skills.
17. Monitor the continuing professional development (CPD) of the administrative team to ensure their knowledge and skills remain relevant.
18. Ensure the administrative team is effective and efficient in providing support to the school.
19. Delegate duties within the Administrative Team effectively and promptly.
20. Support and develop the Administrative Team, including taking a line management role for team members.
21. **Communication:**
22. To encourage pupils to communicate their needs and to engage them in the process of delivery of education and support
23. To support and contribute to the school’s total communication approach
24. To provide verbal and/or written evidence of support and education given over a span of duty and report any changes in needs and physical or emotional well-being
25. To take steps to ensure confidentiality of records & information in day-to-day communication & understand when certain information may need to be passed on
26. To use appropriate means of communication to promote good relationships with colleagues, pupils’ relatives, the local community and any other parties with whom Phoenix Learning & Care has dealings
27. To attend team members meetings as required and follow pupils’ personal plans to increase understanding and awareness of the pupils individual needs.
28. To report all concerns you or others have regarding the ability of the school to meet the needs of those accessing the service including potential abuse, comments or complaints
29. To read and understand the appropriate Policies of the organisation raising any issues or knowledge gaps with the Head Teacher immediately
30. To welcome and be courteous to all visitors to the service ensuring safeguarding procedures are always followed
31. To attend employee meetings as directed including Supervisions, Appraisals and the like
32. To assist in the school office paperwork, data entry and answering the telephone
33. To work efficiently, planning to prevent wasted journeys and extra expenses
34. To work flexibly with regards to the duties performed and the hours worked, to ensure the smooth running of the school
35. To where required, work to support pupils’ learning outside of traditional school hours including evenings and weekends.
36. **Health and Safety:**
37. To understand your responsibilities under the Health and Safety at Work Act 1974 and act by taking reasonable care of the safety of those who access our services, colleagues, the public and yourself
38. To be conversant with the relevant safeguarding policy and procedure and personal responsibility with regards to disclosure procedures
39. To be aware of the work-place hazards identified in the General Risk Assessments and COSHH risk assessments and the management controls described
40. To be aware of the fire hazards identified in the Fire Risk Assessment, the management controls identified and your role in fire prevention and what to do in the event of a fire
41. To apply the principles of safe food handling as they apply to your work
42. To understand your role in infection control and in reducing and managing these risks by implementing Phoenix policies and Best Practice guidelines
43. To promptly report any accidents, adverse incidents or observations of injury
44. To complete domestic duties in the school ensuring that the school is clean and tidy, and if necessary, help pupils keep their space clean.
45. To promptly report any health and safety hazards, maintenance issues or malfunction of any systems, building elements or equipment, including heating, lighting, fire, security or call systems to you Line Manager or Health & Safety representative
46. To have delegated responsibility for supervising learners, on a 1:1 or small group basis, for off-site visits organised as part of their educational programmes/training
47. To, where permitted drive the school/company vehicles in an appropriate, safe and responsible manner in line with policies and procedures that are in place.

Personal Responsibilities:

* To maintain own continuing professional and personal development (supported by the organisation where appropriate) to ensure up to date knowledge.
* To be responsible for organising and prioritising own workload in the day-to-day allocation of work
* To maintain appropriate confidentiality of information relating to the Company and its employees and maintain compliance with the Data Protection Act and GDPR legislation
* To set high expectations for all and act as a role model for the Phoenix Values and Code of Conduct.

**Person Specification**

**APP** – Application **INT** = Interview  **AST** = Assessment

| **Essential Criteria** | **Measurement** | | |
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| **APP** | **INT** | **AST** |
| Experience of working in a forward-facing role including a diverse group of individuals | **✓** | **✓** |  |
| Good knowledge of Administration of education-based MIS systems such as Databridge, SIMS or similar. | **✓** | **✓** |  |
| Able to input, store and retrieve information from digital sources | **✓** | **✓** |  |
| Experience of dealing with parents and external agencies. | **✓** | **✓** |  |
| High level oral communication skills including the ability to communicate effectively in a variety of situations, face-to-face, telephone or large group | **✓** | **✓** | **✓** |
| Positive attitude towards CPD and be able to attend and undertake training as required | **✓** | **✓** |  |
| Good standard of education – GCSE’s or equivalent at level 2 including Literacy and Numeracy | **✓** | **✓** |  |
| Ability to relate well to children and vulnerable young adults | **✓** | **✓** | **✓** |
| Ability to work under own initiative and as part of a team | **✓** | **✓** | **✓** |
| Excellent written communication skills including ability to draft clear and concise plans | **✓** | **✓** | **✓** |
| Tact and diplomacy; the ability to deal with sensitive and confidential issues that require a variety of approaches | **✓** | **✓** | **✓** |
| The ability to identify creative, personalised solutions to achieve a young person’s identified outcomes and to influence others to think creatively | **✓** | **✓** | **✓** |
| Ability to foster an inclusive school community and contribute to whole school success | **✓** | **✓** |  |
| Ability to relate well to pupilss and build positive and respectful relationships that are on a professional level | **✓** | **✓** |  |
| Negotiation skills: ability to manage oral and written negotiations sensitively, appropriately and successfully | **✓** | **✓** | **✓** |
| Ability to prioritise work in an environment which has conflicting pressures and demands | **✓** | **✓** | **✓** |
| Motivated and able to use own initiative whilst remaining flexible, reliable, patient, compassionate and maintaining a sense of humour. | **✓** | **✓** | **✓** |
| Ability to lead the Administrative Team, including providing support, guidance and training when necessary. | **✓** | **✓** | **✓** |

| **Desirable Criteria** | **Measurement** | | |
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| **APP** | **INT** | **AST** |
| Specific training in behaviour management, first aid and/or health and safety | **✓** | **✓** |  |
| Understand the values that underpin the delivery of person-centred education and consistently reflect these values in the individualised support offered to people who access services | **✓** | **✓** | **✓** |
| NVQ level 3 or Equivalent in Administration | **✓** | **✓** |  |
| Ability to resist/report action or inaction that breaches practice, policy or law | **✓** | **✓** | **✓** |
| Working with Children or vulnerable young people with learning disabilities or challenging emotional and behavioural difficulties. | **✓** | **✓** | **✓** |
| Experience of working/volunteering within an educational service or school | **✓** | **✓** |  |
| Ability to take meeting minutes and/or to type accurately at least 30 wpm | **✓** | **✓** |  |

| **Organisation Values** | | **Measurement** | | |
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| **APP** | **INT** | **AST** |
| Honesty | Mutual honesty is the cornerstone of any relationship we build with the people we work with. | **✓** | **✓** | **✓** |
| Empathy | We work to understand and empathise with all the individuals we care for – it is important we show empathy and not sympathy. | **✓** | **✓** | **✓** |
| Aspiration | We work to assist all individuals aspire to achieve their goals and outcomes. | **✓** | **✓** | **✓** |
| Respect | We treat others in the same way we wish to be treated and to build shared respect. | **✓** | **✓** | **✓** |
| Teamwork | We strive to provide consistency in our approach through effective teamwork and to bring the best out of each other. | **✓** | **✓** | **✓** |