

Girls' Day School Trust: Job Description

Role:	Senior School Administrator & Support to Deputy Head
Job Purpose:	<ul style="list-style-type: none"> • To provide a customer-focused and efficient reception service to visitors and telephone callers, presenting a welcoming and professional image of the school. • To provide professional and efficient administrative support to the Deputy Head. • To provide effective welfare and first aid care to pupils. • As a member of the Admin team, to assist the Director of Finance & Operations through the Office Manager to provide whole school administrative support services. • Responsible for maintenance of pupil records.
Accountable to:	Director of Finance and Operations through the Senior School Office Manager
Accountabilities:	<p>Communications and administrative services</p> <p>Senior Reception</p> <ul style="list-style-type: none"> ▪ Receive visitors, incoming telephone calls, emails and other messages and respond when necessary on behalf of the teaching staff to routine enquiries, passing on messages to appropriate members of staff, and ensuring that all callers receive an appropriate response within required timescales; ensure that confidential and sensitive issues are dealt with in an appropriate manner. ▪ Ensure that all visitors (going beyond reception) sign in and out and are provided with security passes to meet the requirements of security and health and safety. ▪ Deal with incoming and outgoing post, sorting and distributing as required. <p>General</p> <ul style="list-style-type: none"> ▪ Prepare and process documents, reports and presentation materials, using appropriate software packages and ensuring that the quality of work produced is appropriate for its purpose and produced within required timescales. ▪ Plan and organise internal and external meetings / interviews as required, ensuring that appropriate information, facilities and refreshments are provided, and making travel arrangements if necessary. ▪ Maintain records and databases as required, ensuring that information is up to date, readily accessible, managed in accordance with data protection requirements, and that changes are notified to third parties as required. ▪ Prepare agenda for meetings, take notes at, and prepare and distribute minutes of meetings, as required. ▪ Ensure that all administrative systems and procedures are compatible with whole school systems, and that appropriate information is shared with other members of the Senior School, in particular to ensure the smooth transfer of pupils into the Senior School. ▪ Prepare, produce and distribute in accordance with required timescales, documentation for staff, including letters, teaching materials, reports, exam

The Girls' Day School Trust

	<p>papers and other similar material, undertaking reprographic work within the department where appropriate or via the main Senior reprographics office.</p> <ul style="list-style-type: none"> ▪ Assist with any administration on or around GCSE / A level results day and the period following. ▪ As part of the administrative team, contribute to the smooth running of the Senior School and provide general administrative support and assistance to school staff including the School Nurse. ▪ As part of the Emergency Evacuation Team, account for pupils, staff and visitors as required, and report any absentees to the relevant people. <p>Marketing and external links, including public occasions</p> <ul style="list-style-type: none"> ▪ Ensure that the reception area reflects an attractive, welcoming and professional image at all times; maintain marketing displays and other information in the reception area to ensure that materials are appropriate and up to date. ▪ Assist with the organisation of events, such as Open Days, Prize-giving etc to ensure that they run smoothly and efficiently. ▪ Ensure that visitors and callers to the Senior School receive an efficient, professional, approachable and welcoming service, in line with the ethos of the school. ▪ Liaising with the Admissions Secretary, ensure an efficient and positive response to admissions enquiries and follow up visits. ▪ Contribute to the positive promotion and marketing of the school and the GDST in the local and wider community. <p>Management of resources</p> <ul style="list-style-type: none"> ▪ Receive incoming deliveries, checking and signing delivery notes and informing the relevant person, in order to keep the Reception/Entrance area clear. ▪ Administer Senior School trip payments and subsequent processing of the monies to the Accounts office. <p>Pastoral care</p> <ul style="list-style-type: none"> ▪ Provide a supportive and sympathetic point of contact for concerned, worried or annoyed students or parents, summoning assistance as required. ▪ Assist with the maintenance of the attendance/absence register to ensure that absences are recorded and appropriately followed up. ▪ If qualified, provide a welfare and emergency first aid to staff and students as the first contact person, calling the School Nurse when appropriate. <p>Training & development of self and others</p> <ul style="list-style-type: none"> ▪ Regularly review own practice, set personal development targets and take responsibility for own continuous professional development.
<p>General requirements</p>	<p>All school staff are expected to:</p> <ul style="list-style-type: none"> ▪ Work towards and support the school vision and the current school objectives outlined in the School Development Plan. ▪ Contribute to the school's programme of extra-curricular activities.

The Girls' Day School Trust

	<ul style="list-style-type: none"> ▪ Support and contribute to the school's responsibility for safeguarding students. ▪ Work within the school's health and safety policy to ensure a safe working environment for staff, students and visitors ▪ Work within the GDST's Diversity Policy to promote equality of opportunity for all students and staff, both current and prospective. ▪ 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. ▪ Adhere to policies as set out in the GDST Council Regulations, Notes of Guidance and GDST circulars. ▪ Undertake other reasonable duties related to the job purpose required from time to time.
Review and Amendment	This job description should be seen as enabling rather than restrictive and will be subject to regular review.

Person Specification

Skills Required

Excellent interpersonal and communications skills including the ability to relate well to people on all levels with sensitivity, tact and diplomacy	Essential
First class organisational and administrative skills, with the ability to remain calm under pressure and work to tight deadlines; systematic in approach to tasks, with attention to detail	Essential
Evidence of a pro-active approach to planning and prioritising work, with the ability to use initiative appropriately	Essential
Able to maintain a high work rate and to juggle a range of tasks and competing priorities	Essential
Excellent ICT skills e.g. confident and adept in use of Microsoft applications e.g. Word, Excel and database input	Essential
Reasonably fast and accurate typing	Essential
Excellent command of written and spoken English	Essential
Good telephone manner and ability to deal with callers and visitors in a calm and courteous way	Essential
Sufficient numeracy to deal with statistical data, and manage budgets and money	Essential

Knowledge Base

Knowledge of office management processes	Essential
Knowledge of safeguarding issues.	Desirable

Qualifications/Attainment

Recognised secretarial or administrative qualification at NVQ3 level or above, or the equivalent gained through experience.	Essential
Current 'First Aid @ Work' qualification or willingness to obtain this	Essential

The Girls' Day School Trust

Experience

Evidence of substantial secretarial and administrative experience in a complex organisation	Essential
Previous experience of working in a complex, busy, service-driven environment	Essential
Experience of working in a school environment	Desirable

Attitude/approach

A high level of personal integrity, with proven experience of handling sensitive situations with tact and diplomacy and with complete respect for confidentiality.	Essential
Honesty, energy, stamina, enthusiasm	Essential
A willingness to give generously of their time to support school events and activities	Desirable
An enjoyment of working with and being in the company of young adults	Essential
Professional, approachable demeanour in relating to all members of the school community, suppliers etc.	Essential
Well-groomed, with dress standards and appearance appropriate to the role	Essential
Willingness to "roll up sleeves" in an emergency	Essential