



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 CE High School

Job Description

Job Title:	Administration and Communications Manager
Grade:	Grade 9- 10
Line Manager:	Deputy Headteacher
Supervisory responsibility:	Office admin staff (c. 6 members of staff)
Hours:	Full time (35 hours/week, 52 weeks/year*)
Location:	Ealing Fields High School

Main purpose of the job: To deliver outstanding operational support throughout the school.

1. To line manage the Ealing Fields office in delivering administrative services that support the day-to-day operation of the school
 2. To coordinate operational support for whole-school events and priorities to deliver the school development plan
 3. To co-ordinate whole school operational management through Cover, Calendar and Communal Spaces
 4. To support the Associate Headteacher and SLT as appropriate
 5. To manage the Exams and Admissions Office and any future Exams/Admissions Administrators in order to ensure an outstanding delivery of services to parents, students and other stakeholders
 6. General duties in support of the Administration Team and the wider school
 7. To ensure good communications and public relations on behalf of the School
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Main responsibilities and tasks

1. **To line manage the Ealing Fields office in delivering administrative services that support the day-to-day operation of the School**
 - To line manage the office administrators
 - To oversee the line-management of the Welfare Officer and to ensure that Welfare Room processes and procedures are in place and up-to-date
 - To act as the link between the school and the catering company to ensure efficient operation of the school's catering functions
 - To supervise the delivery of services and tasks related to General Administration, Reception & Post, Medical, Reprographics, Admissions, Attendance, Behaviour, Paper and Electronic Filing, Student Services, Communication with Staff, Students & Parents and any other stakeholders
 - To ensure SLT, MLT and teachers are fully supported through the delivery of efficient office admin processes and practices

- To ensure admin, student services and reprographics stock levels are appropriately maintained
- To manage the admin budget
- To receive and appropriately disseminate information from SAFE Alerts and EGFL Gatekeeping
- To liaise with the Finance Team regarding the banking of student services and other income
- To ensure any new staff are trained effectively, and support the career and work-related skills development for all members of the team
- To ensure that annual performance reviews are undertaken according to the set timescale and that subsequent work-related skills development and training is undertaken, as appropriate
- To undertake recruitment procedures (including use of temporary staff as required)
- To provide support/cover to the team members where necessary
- To ensure that full time staff log TOIL/overtime hours worked and take these as TOIL during the holidays and that term-time staff make up their extra days as required
- To manage and have comprehensive knowledge of all school administrative roles

2. To coordinate operational support for whole-school events to deliver the school development plan

- To support all whole school events - invites, letters, booklets, PPTs, hospitality, etc.
- To ensure SLT are fully briefed at weekly administration meetings as to administrative support in place for calendar events and school events in the week ahead
- To liaise with the Events Meeting team regarding key events
- Support the running of Open Evenings and other whole school events
- To liaise with the Office team to manage additional tasks related to events, including external (e.g. parents) and internal communication
- To coordinate and manage the admin support for Enrichment Week, work experience, internal examination weeks, enterprise days, sponsored walk, etc.
- To set up and deliver the necessary administration to ensure Work Experience programmes are successful and follow Trust protocols
- To act as a day-to-day link with the Site team to ensure efficient operation of site tasks linked to whole-school events
- To liaise with HOYs and the Office team regarding celebration assemblies
- To assist key management meetings with scheduling and room booking
- To attend meetings as appropriate and take and circulate minutes if required

3. To co-ordinate whole school operational management through Cover, Calendar and Communal Spaces

Cover:

- To manage the Cover system which ensures the lessons of absent teachers are covered by other staff
- To book external supply staff as required
- To provide a half termly report of cover usage to SLT
- To maintain the Cover handbook for use with new staff
- To deliver training to new staff on the use of the cover system, booking of communal spaces and Calendar requests

Calendar:

- To maintain and update the school calendar which is held electronically on COPIA
- To distribute a parent and staff calendar at the start of each academic year
- To ensure the weekly staff briefing is prepared for the Headteacher

Communal Spaces/Events:

- To ensure effective use of school space by attending Events Meetings and following-up the actions and matters arising

- To receive and make advanced booking of communal spaces through the use of Room booking system for all staff.

4. To support the Associate Headteacher and SLT

General administrative and organisational support to the Associate Headteacher/SLT including:

- Preparation of paperwork for internal assessments and exams as required
- To support individual members of the SLT with administrative tasks/planning
- To organise hospitality as appropriate for external and internal events
- To act as SLT liaison for key external agencies - e.g. Ofsted, LA, LDBS, important visitors
- To monitor and maintain key school filing systems – both paper and electronic
- To support the SLT and Associate Headteacher by acting as a first-port-of-call where appropriate
- To provide administrative support to the Associate Headteacher including minute taking if requested
- To provide operational support in the successful delivery of whole school projects

5. To manage the Exams and Admissions Office and any future Exams/Admissions Administrators in order to ensure an outstanding delivery of services to parents, students and other stakeholders

Exams:

- To manage the Exams Office by ensuring statutory exams policies and routine exams procedures are in place, maintained and implemented
- To ensure that the security of public exams is upheld, including secure storage and distribution of examination materials
- To ensure that all external examinations are well-organised and managed including the submission of entries before the deadline

Admissions:

- To manage the Admissions Office by ensuring that the admissions policies are on the school website and sent to the LA in a timely manner
- To ensure that all admissions and appeals processes and procedures are efficient and processed in a timely manner
- To run an Admissions desk during Open Evenings
- To work with senior staff on all admissions-related matters
- To maintain effective admissions systems including accurate filing
- To coordinate induction events for new students and parents – this will include music scholarship assessments and other entrance activities

6. General duties in support of the Administration Team and the wider School

- To undergo first aid training and provide welfare room cover in an emergency
- To monitor the admin mailboxes and complete tasks, including reprographics, as necessary
- To undertake similar duties, commensurate with the level of the post, at the discretion of the Director of Finance & Operations or the Executive & Associate Headteachers. 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 show visitors around the School as required
- To contribute to the overall ethos of the School

7. To ensure good communications and public relations on behalf of the School

- To act as the 'first point of contact' for staff, parents, students, Governors, Directors and external bodies wishing to meet with the SLT
- To exercise sound judgement in representing the SLT to all stakeholders
- To order School Planners
- To ensure that the school website is maintained
- To assist HR regarding the planning/scheduling of recruitment and selection activities
- To liaise with the Data Team regarding reports, the transfer of data for new students and to ensure SIMS records are accurate
- To liaise with Finance regarding the finances for Student Services, Charity Events, etc.

Key measures of success

- Supervision of the delivery of effective and efficient administrative services to all stakeholders
- Smooth running of whole-school activities by effectively managing Cover, Calendar and Communal Spaces
- Positive feedback from teaching staff and key users of the administration service
- Successful line management practices demonstrated through high morale, positive team working, staff development etc

Signatures

Signature of Manager: _____ Date: _____

Signature of Post Holder: _____ Date: _____

Person Specification

Education and Qualifications	Essential	Desirable
Educated to A Level, and GCSE passes in English and Maths	✓	
A good degree		✓
Certificate of School Business Management or similar		✓

Knowledge and Experience	Essential	Desirable
Good ICT skills	✓	
Intermediate or advanced MS Office user	✓	
Previous administrative experience or of working in an office environment	✓	
Experience of line-managing other staff		✓

Experience of delivering First Aid		✓
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 9- 10 (points 28-34)

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 - 3.30pm with a half an hour lunch break or as agreed with the Associate Headteacher.

*An additional 1.5 hours is to be worked every day from 7.00am – 8.00am and 3.30pm - 4.00pm. These additional hours will be accrued and used as time off in lieu in school holidays when the school office is quiet (or the school is closed). Times may be revised as needed in consultation with the Associate Headteacher

Weeks of work:

Full time comprises 52 weeks with the following leave entitlement: Annual holiday entitlement of 25 days per year plus 3 days at the end of December (when the school is closed) plus 8 public holidays. Entitlement increases to 28 days after 5 years' service and 31 days after 10 years. Holidays are to coincide with periods when the school is closed and public holidays which will be notified from time to time

'Directed Time' for Administration & Communications Manager includes (but is not limited to) National GCSE Results Day and evening support for Year 7 Open Evenings – dates vary each academic year.

Pension Scheme:

You will be entitled to join the Local Government Pension Scheme. Details of the scheme are found here: www.lgps.org.uk

Probation:

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

The Twyford Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The successful applicant will be required to undergo the child protection screening appropriate to the post, including an enhanced disclosure from the DBS (Disclosure and Barring Service) and references from previous employers. For more information about the DBS please see <https://www.gov.uk/disclosure-barring-service-check>.

The post-holder will also be expected to read and adhere to the Trust's Child Protection Policy, and any other Safeguarding documents stated within this.