

PUPIL AND PARENTS OFFICER JOB DESCRIPTION

Role:	Pupil and Parents Officer
Pay Grade:	H4 – H6
Hours:	25 hrs per week over 5 days, 08:30 – 14:30 (an hour's unpaid lunch). We can be flexible with times for the right candidate.
Reporting to:	Headteacher and HR & Finance Manager
Team:	Administration Team

Purpose of the Role:

To support the HT in the operation and successful delivery of the reception, parent and pupil's administration functions within the school to facilitate the efficient and effective use of the school's budget. The post holder would be a member of the Administration Team and line managed by the HR & Finance Manager.

Responsibilities:

Detailed responsibilities are identified in the *School Administration and Site Workflow* and include most of the following:

Admin:

- Providing an efficient reception service, cover and duties related to telephone, signing in and supervision of visitors ensuring safeguarding and evacuation is covered
- Prepare daily evacuation lists following attendance follow up calls
- Managing all communications with parents e.g. via Monday Memo, half termly newsletter, website, Arbor, dealing with admin emails, phone calls, reports
- Book and manage trips and visits including coach quotes. Lead on Educational Visits as an Educational Visits Coordinator.
- Updating the website and ensuring it is compliant
- Receiving post, open and allocate to staff for action/information. Prepare post for leaving.
- Provide administrative support to SLT including calls and letters
- Maintaining pupil records on Arbor and Solero including, attendance, SEND, in-year admissions, leavers, Google classroom
- Completion of pupil census data from Arbor and sending to LA termly
- Managing admissions for new pupil, including nursery admissions
- Monitoring attendance concerns and liaising with Attendance Improvement Officer
- Any other administrative support duties as requested by the Headteacher or member of the Senior Leadership Team
- Assist with pupil welfare matters, including medication administration, contacting parents and staff
- Responsible for organising marketing of the school

- Overseeing uniform contracts (if applicable)
- Stockroom management and replenishment

Premises and Compliance

- Oversee Health and Safety aspects such as asbestos training, risk assessments, fire officers, Health & Safety audit, overseeing Site Manager job role
- Data protection in school contact, liaising with our Data Protection Officer for any GDPR concerns or policy updates (training will be provided)
- Be an asbestos officer and ensure the asbestos log is completed as and when required, in partnership with Site Manager (training will be provided)
- Oversee asset register alongside site manager

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

This role will be reviewed annually as part of the school's performance management process.

PUPIL, PREMISES AND ADMINISTRATION OFFICER - PERSON SPECIFICATION

Knowledge:

- ICT administration/database systems (Word, PowerPoint, Excel & Arbor)
- Online booking and payment systems (knowledge of Arbor - training can be provided)
- Online parent communication systems
- NVQ level 2 minimum (or equivalent)
- English level 2 minimum (or equivalent GCSE)
- Maths level 2 minimum (or equivalent GCSE)
- Level 1 Safeguarding trained

Experience of:

- Working as part of a team to deliver effective reception and administrative services
- Communication protocols
- Admission systems e.g. Solero, SeAM
- MIS systems - Arbor
- Safeguarding children
- Attendance
- Inventory system
- Marketing, including website administration
- Desirable: Asbestos training, Health and Safety knowledge, Data Protection Officer

Competencies: Flexibility Customer Service Teamwork Communication Listening Planning and Organising	Behaviours: Change oriented Collaborative Resourceful Resilient Customer focused Kind
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