

**Whalley Range 11-18 High School**  
**A member of the Greater Manchester Education Trust**

**Job Description**  
**Student Services Administrator, Grade 4**

The post holder will report to the Administration Manager/Head's PA although day-to-day supervision will be through the Administrative Support Office Supervisor.

**Main Purpose of the job**

- Under the direction of the Administrative Support Office Supervisor, to provide a high quality, efficient and effective student support service to the school.

This post encompasses a wide range of administrative tasks that are essential to the effective running of the school and work within the trust. The following list is illustrative and will be reviewed regularly in line with developments in the school.

**Organisation**

1. Use initiative to organise and manage own workload to ensure that deadlines are met.
2. To contribute to the planning, development and organisation of support systems, procedures and policies.
3. To undertake routine clerical and administrative support duties on behalf of individual members of staff in relation to the organisation of school activities.
4. Working as part of a team providing a complete administrative support service to stakeholders including students, staff, parents and carers.

**Administration**

5. To maintain manual and computerised records, and to use I.T. systems effectively to provide reports and statistics.
6. To administer trips and visits using ParentPay/SIMS/Evolve and to assist in the supervision of students on visits, trips and out of school activities as required.
7. To assist with school administrative duties including exam invigilation as part of the agreed system for the school.
8. Using phone calls, email and other systems such as EduLink to communicate effectively with a range of stakeholders both internally and externally.
9. Using all aspects of Microsoft and SIMS to produce reports and documents for use by staff, students and families.

**Resources**

10. To arrange the ordering and secure storage of stocks and supplies including spare uniform and sanitary products.
11. To support the management of the school's lost property including routinely arranging for unclaimed items to be disposed of or redistributed to charities.

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12. Photocopying and distribution of information as required.

**Responsibilities**

13. To operate and maintain the system used for whole school identification and the cashless system including taking photos of new staff and students, producing and distributing ID cards.
14. To respond promptly and effectively in dealing with the needs of students, parents/carers or staff attending the student services/admin office.
15. To act as a point of contact for enquiries regarding the school's payment system (ParentPay) to ensure that students and staff have access and can use the system.
16. To support parents and carers with enquiries about eligibility and the application process for free school meals.
17. To use updates from Online Free School Meals (OFSM) eligibility checker to record and update students' eligibility for free school meals in SIMS.
18. To maintain accurate records of students who are absent or who have arrived late to school.
19. To input manual class registers into SIMS on behalf of supply staff.
20. To support first aid record keeping, ensuring that first aid slips are accurately completed and logged in SIMS and paper records are stored securely.
21. To update electronic records in relation to the administration of medicines and monitor the expiry dates of medicines stored in student services, contacting parents and carers when necessary to replenish supplies.
22. To undertake routine clerical and administrative support duties on behalf of individual members of staff, departments or faculties, in relation to the organisation of all school activities.
23. To undertake First Aid Training and deal with and report first aid incidents as part of the agreed system in place.
24. To assist with student welfare duties including the supervision of students at social times under the agreed system for the school to ensure the safety and welfare of students.
25. To develop good working relationships and work as part of a team to support colleagues and contribute to the vision and ethos of the school.
26. To attend staff meetings and other meetings as required from time to time.
27. To undertake any such additional duties as are reasonably commensurate with the level of the post.
28. To undertake personal development to improve own practice.
29. Actively participate in the trust's support staff appraisal process.
30. To work collaboratively with all staff and parents in order to support student wellbeing.

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31. Maintaining high levels of quality assurance including accuracy of information.
32. Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, relationships with students, parents, colleagues and external agencies.
33. Be aware of the responsibility for personal Health, Safety and Welfare and that of others who may be affected by your actions or inactions. Co-operate with the school on all issues associated with Health, Safety and Welfare.
34. Ensure, at all levels, the maintenance of confidentiality required by school and trust policies.

Where the postholder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job. If, however, a certain task proves unachievable, job redesign will be fully considered.

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**Person Specification**  
**Student Services Administrator**

**Experience**

- Experience of working in an administrative support environment.

**Knowledge/Skills**

- Demonstrable ability to operate various software packages, e.g. Microsoft Word and Excel, and information technology systems and equipment.
- Good communications skills for effective interaction with service users, colleagues and members of the public.
- Good literacy and numeracy skills to accurately complete and maintain relevant records and produce reports.
- Ability to work on own initiative, to be proactive, and to plan own workload.
- Willingness to work as part of a team to ensure high quality standards.
- Willingness to abide by the Trust's various policies including safeguarding.
- Ability to speak a community language e.g. Arabic/Urdu/Somali/Kurdish would be desirable but not essential.

**Personal Style and Behaviour**

- Tact and diplomacy in all interpersonal relationships with the public, pupils and colleagues at work.
- Self motivation and personal drive to complete tasks to the required timescales and quality standards.
- The flexibility to adapt to changing workloads demands and new school challenges.
- Personal commitment to ensure that services are equally accessible and appropriate to meet the diverse needs of the service users.
- Personal commitment to continuous self-development.
- Personal commitment to continuous school improvement.
- Personal commitment to the school's professional standards, including dress code as appropriate.
- Be willing to consent to and apply for an Enhanced Disclosure & Barring Service (DBS) check.