**London Borough of Havering**

**Benchmark Job Profile**

**Job title:** Senior Administrative Officer (SAO)

**Grade**: APTC Scale 5 (day to day supervision of staff)

**Staff managed (if any):** Administrative staff: number 2 FTE

# Job purpose and context

A Senior Administrative Officer is a member of the school support staff, one of a team responsible for making sure that the efficient and effective organisation and administration of school processes, procedures and policies delivers the best possible service to all stakeholders. The SAO may manage other admin staff and manage and coordinate admin services.

The Senior Administrative Officer is often a first point of contact and is, therefore, expected to demonstrate exemplary customer service to both internal and external customers and be able to resolve problems and complaints in a sensitive manner.

# Roles and responsibilities

1. To help, support and supervise Administrative Assistantsand Admissions, Attendance and administrativeOfficersto do their jobs efficiently and effectively
2. To provide an effective and efficient customer service through communication, the provision of services and dealing with and resolving enquiries, problems and complaints
3. To manage and coordinate school administration and organisational services including but not limited to statutory returns (assessment and census), catering, and liaison with external agencies
4. To design, create and print out complex documents using a computer
5. To design, create, produce and print out presentations, learning materials, newsletters and so forth for the use of the school, using a computer
6. To contributeto the organisation and arrangement of events – which may include (but not exclusively) training courses, meetings of the governors, school assemblies, festivals and concerts – by arranging venues, organising resources, arranging attendance and coordinating the contributions of other school staff
7. To use and oversee the use of computerised management information systems and/or paper based filing systems to enter, record and retrieve data, supply information in response to requests and make reports and returns required by a variety of different sources.
8. To use, develop and maintain accurate and up-to-date school databases to retrieve, enter, extract and output information
9. To use the appropriate spreadsheet, software to retrieve and enter data, create and update files and produce and output spreadsheets
10. To find, locate, select, analyse and prepare information to support school accountability and decision making
11. To help, support and supervise other school staff in the use, organisation and maintenance of the school administration and computerised systems
12. To work in accordance with the values, culture, ethos, equalities and inclusion policies of the school proactively promoting anti-racist, anti-sexist and anti-discriminatory behaviours in the day-to-day operation of the job
13. To take appropriate action to monitor and maintain a healthy, safe, secure, efficient and effective working environment
14. To complete school based induction and any subsequent training, for example, modules leading to the ECDL certification in ICT, required to improve performance
15. To take part in the school performance management system

Notes:

1. The authority expects its employees to work flexibly within the framework of the duties and responsibilities specified above. This means that the postholder may be expected to carry out work that it not specified in the job profile but which is within the remit of the duties and responsibilities.
2. Staff in schools work subject to statute and many policies and procedures. The postholder will be expected to become familiar with these and work in accordance with them.
3. This is a new job profile for a new post. It will be subject to review with the postholder after one year and may then be reviewed from time to time

**Signed ………………………….. Date ……………….**

**Signed ……………………………… Date ……………….**

**Headteacher**

**London Borough of Havering**

Senior Administrative Officer (SAO)

Benchmark Person Specification

|  |  |  |  |
| --- | --- | --- | --- |
| Skills and abilities | **Essential** | **Desirable** | **Assessed by** |
| Ability to organise one’s own work, to prioritise tasks and keep to deadlines | **** |  | Application & interview |
| Ability to work independently and manage and supervise the work of the team | **** |  | Application & interview |
| Ability to be flexible and respond effectively to the ‘unexpected’ | **** |  | Application & interview |
| Ability to communicate and interact effectively with adults and children and young people | **** |  | Application & interview |
| Awareness of sensitive information and the need for confidentiality | **** |  | Interview |
| Ability to follow directions given by teachers | **** |  | Interview |
| Ability to manage and coordinate administrative services | **** |  | Application & interview |
| Displays commitment to the protection and safeguarding of children and young people | **** |  | Application & interview |
| **Knowledge** |  |  |  |
| An understanding of health, safety and security issues in schools | **** |  | Interview |
| An understanding of school office systems, procedures and policies | **** |  | Application & interview |
| A willingness to become conversant with and apply the financial regulations and the school | **** |  |  |
| Has up-to-date knowledge of relevant legislation and guidance in relation to working with, and the protection of, children and young people | **** |  | Application & interview |
| **Qualifications and experience** |  |  |  |
| ICT certification to support word processing skills, database and spreadsheet skills |  | **** | Application & interview |
| GCSE at level A – C in English and mathematics (or equivalent) | **** |  | Application & interview |
| NVQ Level III or equivalent qualification in administration and organisation |  | **** | Application |
| Three years relevant experience in administration and organisation | **** |  | Application & interview |
| First Aid qualification or willingness to undertake training |  |  |  |
| Previous experience in computerised pay, personnel and administrative systems | **** |  | Application |
| Experience in using cloud based Management Information Systems (such as Arbor) used in schools |  | **** | Application & interview |
| Willingness and motivation to develop own skills and proficiency | **** |  | Application & interview |