**London Borough of Havering**

**Benchmark Job Profile**

**Children, Adults & Housing Directorate**

**Job title:** Administration & Admissions Assistant (AAA)

**Grade**: Scale 3

**Reports to**: Headteacher and Senior Administrative Officer

# Job purpose and context

The Administration and Admissions Assistant 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 Administration and Admissions Assistant is often a first point of contact for parents new to the school 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 coordinate the school’s admission and transition processes with regards the induction and transition of new children into and out of the school by dealing with all new admissions in terms of administration. Resolving issues that parents may have with regards to induction, paperwork etc. and working with other schools to ensure that data is correct
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 provide support for teachers and other staff with administration and organisation of clubs and trips
4. To design, create and print out complex documents using a computer
5. To coordinate the admissions process, including pupil data entry onto the Management Information System (MIS)
6. Liaise with parents and carers to facilitate new students’ entry to the school, providing relevant information regarding documentation required
7. To help maintain the MIS to ensure accuracy of information
8. To use 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.
9. To use, develop and maintain accurate and up-to-date school databases to retrieve, enter, extract and output information
10. To use the appropriate spreadsheet, software to retrieve and enter data, create and update files and produce and output spreadsheets
11. To arrange parent consultations and meetings, preparing relevant information packs and website materials
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**

Administration and Admissions Assistant (AAA)

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 | **** |  | 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 |
| Displays commitment to the protection and safeguarding of children and young people | **** |  | Application & interview |
| **Knowledge** |  |  |  |
| An understanding of school office systems, procedures and policies |  | **** | Application & interview |
| A willingness to become conversant with the admissions process of the school | **** |  | Application & interview |
| 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** |  |  |  |
| First Aid qualification or commitment to completing training |  |  | Application & interview |
| GCSE at level A – C in English and mathematics (or equivalent) | **** |  | Application & interview |
| Relevant experience in administration and organisation |  | **** | Application & interview |
| Previous experience in computerised administrative systems | **** |  | Application |
| Experience in using cloud based Management Information System(s) |  | **** | Application |
| Willingness and motivation to develop own skills and proficiency | **** |  | Application & interview |