



Academy Operations Administrator

JOB DESCRIPTION

Role Purpose:

Be the responsible person for the Academy based operations working with the regional team in ensuring the key performance indicators of the operational service level agreements are met.

Key Accountabilities:

Responsible for ensuring a professional, effective and efficient office and reception service is in place.

- To provide operational support in the academy to meet regional targets.
- Assist academy staff with all operational queries and work with the key members of the regional operations team to ensure compliance and outstanding service delivery.
- To maintain up to date information of the Single Central Record
- Be responsible for Academy staff training and update academy training log as and when required
- Be responsible for entering first day absences on Sam People promptly and ensuring return dates are entered as soon as you are notified so that RTW are with the line managers
- Be responsible for Dinner Money – Ensure dinner arrears do not exceed the agreed level, liaise with parents and set up payment plans if required to support work already put in place by Academy receptionists.
- To support the Academy receptionist with their day to day role, you are responsible for ensuring that orders are checked off on the day of receipt and distributed to the requisitioner daily.
- Pupil Admissions – To keep an up to date log of available spaces and liaise with the LA to maintain up to date records, all new starter paperwork to be made available for new families, record new statistical information onto the SIMs database
- Pupil leavers – To ensure all leavers are processed correctly via SIMs and S2S and all records are sent to the new school and CTF completed.
- All SIMs input to include Data collection sheets once or twice a year, receiving and passing on of CTF's
- Management of all Census returns
- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person
- Contribute to the overall ethos/work/aims of the academy
- Appreciate and support the role of other professionals
- Attend and participate in relevant meetings as required
- Participate in training and other learning activities and performance development as required
- Contribute to the Health & Safety of students and other staff in accordance with Health & Safety regulations and School Policy.

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- Fully support and, at all times, uphold the policies and positive ethos of the academy and the E-ACT Trust

Culture

Responsible for the Health and Safety, security and welfare of self and colleagues in accordance with E-ACT's policies and procedures, reporting all concerns to an appropriate person.

Responsible for working in accordance with E-ACT's policy relating to the promotion of Equality, Diversity and Inclusivity

Undertake any other duties appropriate to the grade of the post as requested by your Line Manager

To have an understanding of and work within the requirements of GDPR at all times and comply with E-ACT policy in terms of data protection

E-ACT is committed to safeguarding and promoting the welfare of its students and expects all employees and volunteers to share in this commitment.

PERSON SPECIFICATION

Whether you're a 3 year old in nursery learning to explore the world around you, an 18 year old preparing to go to university, a new teacher understanding the demands of the job, a Head Teacher leading the learning in your academy, a member of the regional team ensuring efficient and effective operations or a trustee scrutinising and challenging the CEO, we want every single person within E-ACT to be driven by three core values:

- We want everyone to **think big** for yourselves and for the world around you;
- We want everyone to **do the right thing** in everything you do, even when this means doing something that's hard, not popular or takes a lot of time;
- We want everyone to show strong **team spirit**, always supporting and driving your team forward

We really believe that if we all do the right thing, support our teams and we all think big, believe big, act big, then the results will be big too!

This means that if you want to be part of E-ACT, you need to be able to embrace and embody these values in all that you do.

OUR VALUES

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| Thinking Big | <ul style="list-style-type: none">• Show energy, enthusiasm and passion for what you do• Demand the highest quality in all that you do, and in the work of your team• Willing to champion new ideas and think beyond the status quo |
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| | <ul style="list-style-type: none"> • Show an ability to think creatively and ‘outside of the box’ in your area of expertise, continually seeking improvements in what you do to make the organisation better • Be open to new ideas and change where it will have a positive impact on the organisation • Show a willingness to embrace different ideas and ways of thinking to improve E-ACT • Ability to ‘look outside’ – to continually learn about innovations in your field, new ways of doing things, and bring that learning into your work • Commitment to self-development, and developing your wider Team • Ability to self-reflect on yourself, your performance, and to think about how this could be improved further • Ability to encourage ideas from others in order to improve the organisation and build your team’s confidence |
| <p>Doing the Right Thing</p> | <ul style="list-style-type: none"> • Have integrity and honesty in all that you do • Make decisions that are based on doing the right thing, even when this means that they’re unpopular or will lead to more work • Take responsibility and ownership for your area of work • Have difficult conversations or deliver difficult messages if that’s what’s required to do the right thing by our pupils • Be transparent and open • Be resilient and trustworthy • Stand firm and stay true to our mission |
| <p>Showing Team Spirit</p> | <ul style="list-style-type: none"> • Understand how you can have a greater impact as a team than you can as an individual • Understand how you are part of your immediate team but also a much wider organisational team, in working towards our mission • Recognise that everyone is important within E-ACT, and show an ability to build strong working relationships at every level • Recognise and celebrate the success and achievements, no matter how small, of your colleagues • Be generous with sharing your knowledge to help to develop others • Understand and be willing to receive suggestions and input on your area of work from others • Support your colleagues, even when this means staying a little later, or re-prioritising some of your work • Be aware of other peoples’ needs and show an ability to offer genuine support • Show an awareness and respect for peoples’ differences, and recognise how different characteristics and personal strengths build dynamic and great teams |

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KNOWLEDGE, EXPERIENCE & SKILLS

Requirement

E – Essential

D – Desirable

Assessed at

A – Application Stage

I – Interview Stage

P – During the probationary period

| | | E | D | A | I | P |
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| Organisational Fit | Thinking Big | X | | X | X | X |
| | Doing the Right Thing | X | | X | X | X |
| | Showing Team Spirit | X | | X | X | X |
| Knowledge | NVQ in Administration or equivalent | | X | X | X | |
| | Maths and English GCSE grade 9-4 (A-C) or equivalent or working towards | X | | X | X | |
| | Experience of using the Microsoft Office Suite to intermediate level or above | X | | X | X | X |
| | Experience of administration or secretarial work | X | | X | X | X |
| | Knowledge of safeguarding and child protection issues. | X | | X | X | X |
| | Experience of working front or house/reception | X | | X | X | |
| | Experience of working in an educational establishment | | X | X | X | X |
| | Experience of child protection/safeguarding with up to date training or willingness to undertake training | | X | X | X | X |
| | Knowledge of GDPR requirements | | X | X | X | |
| Skills | Ability to relate well to children and adults | X | | X | X | X |
| | Ability to build and maintain effective working relationships with colleagues and pupils | X | | X | X | X |
| | Ability to promote a positive academy ethos. | X | | X | X | X |
| | Ability to maintain confidentiality and sensitivity around information | X | | X | X | X |
| | Ability to plan, organise and prioritise work in order to meet deadlines. | X | | X | X | X |
| | Has a caring positive attitude towards pupils' welfare | X | | X | X | X |
| | Can maintain trust and confidentiality where appropriate | X | | X | X | X |
| | Can allocate some contractual time to after school staff meetings and the whole of, or part of, staff training days when appropriate | X | | X | X | X |
| | Work constructively as part of a team, understanding classroom roles and responsibilities and your own position within these | X | | X | X | X |

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| | Can maintain personal presentation that sets high standards for the pupils | X | | X | X | X |
| | Ability to work independently and on own initiative; take responsibility for own professional development. | X | | X | X | X |

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