



SHERFIELD SCHOOL

APPLICANT INFORMATION PACK

SENIOR ADMINISTRATIVE OFFICER





SHERFIELD SCHOOL

Dear Candidate,

Thank you for your inquiry about the post of Senior Administrative Officer. This exciting new role will assist the School Business Manager and line manage 2 assistants in providing the school with effective administrative support.

This is a fantastic opportunity to join our school; as part of the GEMS organisation, with links to 85 schools around the world, we enjoy the benefits of being part of one of the world's leading education providers whilst retaining the ambience of an English country public school. Sherfield School is an outstanding independent co-educational boarding and day school in the heart of rural Hampshire. It is steeped in history, which can be traced back to the twelfth century. Sherfield Manor became a school in 1947 and became part of the GEMS international family of schools in 2004.

GEMS Sherfield School is committed to safeguarding and promoting the welfare of children and young people and have a range of policies and procedures in place which promote safeguarding and safer working practice across the school. We expect all staff and volunteers to share this commitment. We will ensure that all our recruitment and selection practices reflect this commitment. All successful candidates will be subject to enhanced Disclosure and Barring Service checks along with other relevant pre-employment checks, including checks with past employers.

This pack includes the job description and person specification. If you have any questions please contact Sally Holmes, 01256 884800 or s.holmes@sherfieldschool.co.uk

I look forward to receiving your application.

Yours sincerely,

Nick Brain
Headteacher



SHERFIELD SCHOOL

SENIOR ADMINISTRATIVE OFFICER

To commence as soon as possible

Salary: £29,323-£31,601 per annum FTE / pro-rata'd for part time hours

A fantastic new opportunity has arisen for a highly motivated, enthusiastic and experienced senior administrative officer to join our hard working team in this beautiful Hampshire school.

The post-holder, under the guidance of senior staff, will be responsible for providing effective support for the completion of administration services in the day to day running of the school. The successful applicant will line manage 2 administrative assistants and have responsibility for a range of administrative duties to support the pupils, parents/carers, teachers and Senior Leadership Team to provide an environment that encourages effective working and learning.

The role will include duties such as supporting front of house, admissions and marketing, data management, pupil attendance, whole school administration and dealing with enquiries (from pupils, parents, staff and visitors). This role would suit a self-motivated, hard-working individual who has:

- Considerable school office and administration experience;
- A good knowledge of school management information systems;
- Strong IT skills in Microsoft Word, Excel and Outlook;
- Excellent interpersonal skills with proven success in dealing courteously, professionally and tactfully with different people in a variety of circumstances;
- Strong problem-solving and analytical skills;
- Patience, determination, and persistence;
- A strong commitment to team working;
- A genuine desire to achieve and excel;
- The ability to grasp new ideas and integrate them into desired outcomes;
- A reputation for being efficient and reliable with a flexible attitude;
- Discretion and an awareness of the need for confidentiality and sensitivity.

The successful applicant will join our team of talented, committed and diligent support staff, all of whom are aligned in their passion for ensuring that all pupils receive a high quality education and leave us as well-rounded children/young adults and with outstanding qualifications.

This is a permanent post, working 37.5 hours, covering 7.45am-6.00pm Monday to Friday on a rota basis. We welcome applications for all year round or term time plus one week (36 weeks). We offer a competitive salary and a fantastic working and learning environment.



SHERFIELD SCHOOL

The successful candidate will be expected to work flexibly, covering for other members of the administration team in their absence and taking part in other school events. Benefits include:

- Meals are provided free of charge when on duty and when the school's kitchen is open during school holiday periods;
- 25 days' annual leave plus public holidays (pro-rata'd if part time);
- Contributory Pension Scheme;
- In-house training;
- Up to 50% discount on school fees for 2 children attending Sherfield School, pro-rata'd if part time.

Full details of the post and an application form may be obtained from the Sherfield School website.

All candidates are required to complete an application form in full. Please note that applications must be made on the School's application form and accompanied by a covering letter of no more than 500 words.

To apply, please send your letter and Sherfield application form via post to: Sally Holmes, Sherfield School, Sherfield on Loddon, Hook, and Hampshire, RG27 0HU **OR** electronically via e-mail: s.holmes@sherfieldschool.co.uk

Applications will be considered on receipt and an appointment may be made before the closing date. Therefore, it is recommended that if you wish to apply for this position you do so as soon as possible.

Closing Date for Applications: midday, 5 October 2018

Interviews will be held shortly afterwards.

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Job Profile: Senior Administrative Officer

JOB TITLE:	Senior Administrative Officer	DEPARTMENT:	Administration
REPORTS TO:	School Business Manager	LOCATION:	Sherfield School

Hours: 37.5 hours per week, covering 7.45am–6.00pm, Monday to Friday on a rota basis, 30 minute unpaid lunch break

Terms: Permanent full time all year round. 25 days holiday plus UK bank holidays. Pro-rata'd if starting part way through the holiday year.

Salary range: NJC Pay Range* 33-36 £29,323 - £31,601 FTE (depending on experience and qualifications).
**The NJC for Local Government Services does not have statutory force within Sherfield School, although the School intends to broadly mirror its terms.*

Benefits: Meals are provided free of charge when on duty and when the school's kitchen is open during school holiday periods;
Contributory Pension Scheme;
In-house training;
Up to 50% discount on school fees for 2 children attending Sherfield School, pro-rata'd if part time.

PURPOSE OF THE JOB

The post-holder will be working with the administration team to ensure the best pupil, parent, visitor experience and administrative support for whole school.

This job description should be seen as indicative of the type of responsibilities included within the role and not as a comprehensive list. These responsibilities will be subject to review every academic year and may be changed by the Headteacher to reflect or anticipate changes in the job.

1. ORGANISATION CONTEXT

Headteacher
School Business Manager

Responsible for: 2 administrative assistants.

The purpose of the role is to: manage and implement the administration of the School across a number of activities, providing direction and advice to colleagues. The post is instrumental to successful School operations, ensuring issues are dealt with effectively and swiftly, which will require progress monitoring on issues and following up as necessary using your specialist knowledge. The work of the role will demand the application of

specialist knowledge, have co-ordination content and will be of a supervisory nature. A consistently high degree of personal responsibility and initiative will be required to respond independently to queries and use judgement to deal with daily unforeseen problems and circumstances, with limited guidance. You will plan and organise your own work activities and that of a team of people, with discretion to determine and change priorities as required. You will typically set and monitor standards within your own work area, with scope for improving operational effectiveness and quality service through the application of process improvements in liaison with the School Business Manager. The role will focus on administration of School activity and responsibilities for pupil and parent experience, working closely with colleagues.

2. PRINCIPAL ACCOUNTABILITIES

Reception

- Support and participate with front of house reception duties. Work with the 2 administrative assistants to act as the first point of contact, receive callers, children, parents, visitors and field telephone enquiries, covering the hours of 8am-6pm;
- Respond to telephone and email enquiries from prospective families, teachers and advisers independently and in a timely and professional manner;
- Offer a helpful, friendly, approachable service and take appropriate action on own initiative, resolve minor matters, referring more serious matters to appropriate members of staff.

Communications

- Devise/follow systems to ensure staff receive messages, mail and information. Maintain notice boards to ensure they display relevant and up to date information;
- Produce and distribute information regarding the school as appropriate and in an efficient/timely manner.

Administration

- Be a team member providing support for the best pupil/parent experience;
- Answer general correspondence and assist with filing, photocopying and shredding;
- Be responsible for organisation of all aspects of school administration and for the smooth running of the office. Under the guidance of the School Business Manager, assume responsibility for the production and distribution of school policy documents, curriculum policies, staff handbook and school prospectus;
- Work with the administrative team and share responsibility for regular reviews of all communications systems, telephone, photocopier and reprographic equipment, ensuring they adequately meet the needs of the school and adhere to best value principles, making any necessary recommendations for replacements/upgrades to the School Business Manager;
- Participate in the production and distribution of school/homebased bulletins, stationery and statutory notices;
- Co-ordinate and produce school reports, school prospectus, adhering to the school's design guide;
- Manage pupil data ensuring it is up to date and accurate e.g. attendance, ethnicity codes, contact information, SEN status, pupil results, UPNs etc.

Service Delivery

- Develop and deliver relevant administrative activities, ensuring a high level of service;
- Be responsible for specialist work processes for pupil and parent services / external relations / admissions / sales & marketing / examinations;
- In liaison with the School Business Manager, advise on and propose changes in procedures, plans, and priorities to improve operational efficiency and quality of service;
- Highlight and prioritise any issues for further investigation to support informed decision making;
- Work flexibly across the Administrative Team to support colleagues and ensure effective delivery of tasks and priorities, to ensure peak periods are accommodated, and to ensure the services are able to adapt with changing demand;
- Keep skills up to date and further develop depth or breadth of knowledge through learning from more senior/experienced colleagues, proactive exposure to a range of activities, and/or formal training/professional qualification.

General

- Assist with uploading of news stories and other information on to the school's website;
- To ensure that incoming and internal post is distributed on a daily basis;
- To assist with reprographics support for the whole school;
- Assist with marketing campaigns for the school;
- With Head of Admissions, support the recruitment and admissions process for all prospective pupils;
- Be prepared to work flexibly, outside of the working day, when required for events, Open Evenings etc.
- Working with the Examinations Officer supporting the efficient and effective administration and conduct of internal and public examinations for Years 7 and above. This will include liaising with Awarding Bodies and departments, assisting with the compliance in all areas of exam regulations by staff and pupils, and helping where required to organise the sittings for all examinations, including internal school examinations, booking venues and publicising the examination schedule to staff and pupils;
- Use of the SIMS Examinations module to assist with entering pupils for examinations, supporting the examinations process and to access results;
- Take part in performance management/appraisal cycles;
- To be aware of employee responsibilities for Health and Safety of themselves and others and to work in a safe and secure manner with due care towards the health and safety of oneself, other staff and pupils;
- Every member of staff has a duty to commit to the safeguarding and welfare of all pupils at the school;
- To participate in staff programmes for training, in particular safeguarding and Health and Safety;
- Share in the corporate responsibility for the well-being and discipline of pupils;
- Promote the good work of the school in the wider community;
- To provide First Aid support to pupils and staff in the absence of the School Nurses;
- Any reasonable request by the Headteacher/SLT/Line Manager.

PERSON SPECIFICATION

Skills and knowledge

Well organised, able to approach work methodically, prioritise and meet deadlines.	Essential
Excellent written and verbal communication skills.	Essential
The ability to work as part of a team and also independently.	Essential
The ability to manage and lead a team.	Essential
Problem solving skills.	Essential
Professional telephone manner.	Essential

Qualifications/Attainment

GCSE Grade A*-C or equivalent in English and Maths	Essential
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Experience

Previous experience in a senior administrative role with line management responsibilities.	Essential
Effective administrative skills, including the ability to organise, re-evaluate and prioritise own workload and that of others in order to meet tight deadlines, whilst maintaining a high degree of accuracy.	Essential
The ability to multi-task, and cope with peaks of demand.	Essential
Experience of working with public examinations.	Desirable

Attitude/approach

Able to form good working relationships with colleagues, and to relate appropriately to pupils.	Essential
Self-motivated, high energy and pro-active with a 'can-do' attitude.	Essential
An enthusiastic and professional attitude and commitment to learning new skills.	Essential
Discreet and able to deal with confidential information.	Essential
Able to respond flexibly to the demands of working in a school environment.	Essential
A desire to continue to learn and develop.	Essential
An understanding of safeguarding within an educational setting.	Desirable