



Hertswood Academy

Aim High • Achieve Excellence

Job Title: Administrative and Welfare Support

Salary Grade: H4

Hours: 37 hours per day – term time only

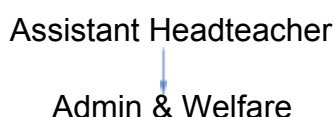
Responsible to: SLT

Purpose: To provide a comprehensive administrative and welfare support as part of the Academy's Admin and Pastoral Teams

Main Areas of Responsibility

- To work as part of the Admin Team to ensure the smooth running of the Academy Office, in particular:
 - Answering the telephone in a timely manner as part of the Admin Telephone Loop
 - Cover for the Attendance Officer as necessary
 - Support for the Academy's Health and Welfare Officer including first aid (training will be given)
 - Support for students
 - Dealing with queries from staff, students and parent, both in person and on the telephone
 - Administration of Academy's mobile phones
- Any other duties and tasks as reasonably required by the Headteacher or Academy Business Manager
- This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties and the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post.
- Hertswood is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. Successful applicants for people working with children and young people will need to undertake a Disclosure and Barring Service (DBS) enhanced clearance

Line Management Chart



Supervision

- The postholder will be directly supervised by the Office Manager





Hertswood Academy

Aim High • Achieve Excellence

- The postholder will organise his/her own workload and priorities on a day to day basis using his/her own initiative and knowledge of the work.

Job Context

- The postholder will be responsible for providing student support as well as being part of the Admin Team providing a comprehensive administrative support service to the Academy.

Knowledge, Experience and Training

- Educated to at least GCSE standard
- A good understanding and experience of Microsoft computer packages, including Word and Excel
- Experience of working in an office environment and a clear understanding of the necessity for the maintenance of accurate and up to date records and systems
- Ability to communicate well, organise and work under pressure with the minimum of supervision

Problems and Decision

- The postholder will be required to deal with students on a daily basis and must possess the ability to well and professionally
- Occasionally parents do not handle communication in an acceptable way. The postholder must possess the ability to offer a sympathetic yet professional approach to calm the situation until a member of the Senior Team is available
- The postholder will be able to make decisions on work priorities and seek additional help and assistance where necessary

Additional information

- The postholder must possess the ability to work under pressure whilst dealing with constant interruptions from various sources



INVESTORS
IN PEOPLE



CucinaA[®]
fresh thinking!



Advanced
Learning
Alliance

CSW
Investor in Career