

Job title:	PA to Principal/Senior Administrative Officer	Salary:	up to £30,000 per annum, dependent on experience	Contract term:	Permanent Term Time Only (TTO) plus two weeks (41 weeks) 40 hours per week
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Responsible to:	Principal	Responsible for:	Administration/Reception team
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Mossbourne Federation

The Mossbourne Federation is the realisation of Sir Clive Bourne’s dream to provide the children of Hackney with an outstanding education. Since 2004 the Federation has nurtured Sir Clive’s dream by fostering kind, courteous, hard-working and well-rounded learners by providing an outstanding education based on the core values of ‘Excellence’, ‘No Excuses’ and ‘Unity’. Through upholding these core values, Mossbourne will be the first academy federation whose schools are without exception, exceptional.

The Federation’s calm working atmosphere creates well-rounded individuals who excel in the arts, on the sporting field and academically. All learners, regardless of ability, benefit from the innovative and enlightened approaches to teaching and learning within The Mossbourne Federation.

The Mossbourne Federation comprises four academies: Mossbourne Community Academy (secondary and which includes The Mossbourne Federation Sixth Form), Mossbourne Victoria Park Academy (secondary), Mossbourne Parkside Academy (primary) and Mossbourne Riverside Academy (primary).

Mossbourne Riverside Academy

Located in the London 2012 Olympic Park, at Mossbourne Riverside Academy (MRA) we continue to build on The Mossbourne Federation ethos of exceptional education for all of our pupils. With learning at the heart of everything we do MRA continues to raise expectations and achievement in Hackney and its neighbouring boroughs; we believe that all pupils can fulfil their true potential. Our pupils receive great lessons, enjoy a vibrant curriculum and have access to world-class sporting facilities. Our outstanding teaching staff provide pupils with a happy and caring learning environment, with high expectations for behaviour and manners throughout the academy.

PA to Principal/Senior Administrative Officer Role

The successful candidate will play a key part in providing a first impression of the Academy to parents, visitors and others such as contractors. They will manage the administrative function of the academy and will be responsible for an efficient administrative and PA support function. This role will undertake a full range of secretarial and administrative duties and will ensure the efficient and effective running of the Principal’s office and daily business.

This is a key post ensuring support to the Principal in promoting the vision, ethos, culture and policies of the emerging Federation. The image presented will need to reflect the values of the Academy as a very high achieving centre of educational excellence. The successful applicants will be well organised, personable, motivated and willing to go the ‘extra mile’.

You will have experience of working in a dynamic and challenging administrative environment, with the ability to handle sensitive and confidential information; you will have experience as a Personal Assistant

to senior management with excellent secretarial and organisational skills. You will be flexible and able to adapt to the changing needs of the Academy.

Key Accountabilities

PA to Principal/Senior Admin Officer

The post holder will be responsible for providing administrative and secretarial support to the Principal which includes but is not restricted to:

- Planning and managing the Principal's time
- Planning the Principal's diary in line with agreed priorities, initiating and arranging external and internal meetings, handling and prioritising requests for the Principal's time. You will also manage the in-tray, opening mail and referring matters to the Principal or delegating action as appropriate to others; ensuring relevant papers are available, and follow up actions are seen through; dealing with queries, especially in the absence of the Principal, and decide how to deal with the query, consulting when and as appropriate
- Meeting with the Principal daily and as required
- Coordinating the Principal's travel arrangements
- Operating an efficient recording and response system for the Principal's correspondence, ensuring that appropriate responses are made within a reasonable time frame
- Circulating to and consulting other colleagues in order to collate the information required to respond to correspondence
- Maintaining both a paper and electronic recording and filing system for the Principal to ensure key papers are accessible when required
- Managing telephone calls and visitors to the Principal's office
- Organisation and management of meetings
- Following up actions required by and from the Principal, to ensure deadlines are met
- Maintaining the Academy calendar, and ensuring key stakeholders are aware of forthcoming events
- Managing confidential correspondence for the Principal and Governors
- Taking effective minutes of meetings as required
- Liaising with the Governing Body in arranging meetings as required including all related administrative tasks
- Managing hospitality for meetings and events/functions throughout the year
- Managing the administration/Reception team, including (not restricted to) monitoring sickness, punctuality and absence

Reception

- Provide an effective student and parent reception service
- Responsible for all reception duties including directing and filtering calls, dealing with visitors, which includes the issuing and collecting of passes, post, couriers, ordering stationery, distributing faxes in a timely manner and travel arrangements
- Responsible for meeting, greeting and escorting visitors and parents. Greeting and managing visitors politely and firmly according to our security policies and effectively transferring them to their host in the Academy
- Book and coordinate meeting rooms, ensuring they are tidy and ready for meetings
- Give advice and information about the Academy to parents, pupils and visitors face to face, over the phone and via email

- Provide prompt and clear written records of telephone calls and messages to staff throughout the Academy.
- Write and distribute defined written communications, including the weekly Academy Bulletin
- Assist students, collate absence and lateness reports, update registers, request homework for absent pupils and relay messages
- Work effectively using the Academy's SIMS (school data base) system
- Carry out a range of other administrative duties, filing, photocopying, typing etc., assigned by the Office Manager in conjunction with the other Reception/Administration Team
- Ensure the smooth running of the office, organise day-to-day activities, contribute to the planning and development of the support service, maintain the required confidentiality of information at all times
- Cover for all administrators within the team when necessary e.g. logging absence and making absence calls
- Efficiently manage the bio-data/school identity card system

School Secretary/ Federation Administration

- **Admissions** – respond to telephone calls from parents enquiring about the admissions process, open events and In Year admissions
- **Open Events** – prepare for open events for perspective parents
- **Appeals** – enter and keep updated, data from appeal forms onto a database for the Clerk to the Panel
- Respond to telephone calls and emails from parents wanting to re-arrange appeal hearing and forward message to the Clerk of the Panel. Arrange interpreters internally where required
- Liaise with Finance office and process online orders
- **Generic letters** – print, copy and post as requested
- Type up parent/carer letters, school letters, print and place in folders or post.
- Print labels and signs for events such as early closure etc.
- **Reception Intake** – prepare pupil information packs, ensure forms are completed and scan documents
- Send out letters inviting parents, who were unable to attend or absent, to a second meeting to collect induction pack
- Update pack ready for printing
- Distribute information data sheets to classes – medical, consent form etc.
- Enter all pupil data on to SIMS and keep SIMS updated throughout the year for all year groups
- Check and update personal data for all year groups on SIMS
- Chase previous schools for outstanding pupil files, follow up where necessary
- Cover Reception across the Federation during absences, lunch and meetings
- Reply to enquiries and maintain the enquiries and reception inbox
- Updating information on consent forms for filming pupils and advising staff

Attendance

- Ensuring that the register is taken for each period across the Academy to ensure there are no missing marks or unexplained absences;
- Communicate with teaching staff when registers are inaccurately coded and incomplete and to ensure errors are remedied in a timely fashion
- Record pupil lateness and reasons for absence in SIMS
- Input data into SIMS from manual registers, when necessary, and remind any necessary staff to complete registers
- Ensure the accurate coding of absences before filing away

- Follow Academy Policy of 'first day contact' with the Academy
- Follow attendance policy and send out letters as required
- Work closely with staff and Office Team to ensure the accurate recording of lateness and absence, amending records where necessary
- Take telephone calls from parents and carers regarding absent pupils and deal with any follow up queries
- Telephone parents when a student is absent and establish the reason for absence
- Identify and prioritise students whose attendance is a cause for concern and contact parents to raise awareness of non-attendance and possible consequences
- Arrange appointments with parents, Principal and the Hackney Learning Trust Attendance Officer when required
- Monitor attendance on SIMS and identify concerns through weekly analysis of attendance data
- Closely liaise with Pastoral leaders over attendance concerns, providing reports, analysis and administrative support when required
- Fully operate SIMS in order to enable the development and production of reports and analysis of information and statistics
- Produce regular attendance statistics and returns required by the Academy, Local authority and DfES. Provide Principal with an annual report on attendance for analysis by Academy governors
- Implement and manage automated attendance systems e.g. Truancy Call
- Manage the safe registration of all students in the event of an emergency and
- Support the smooth running of the Federation by supporting colleagues in the administration team as and when necessary

General Administration

- Assist in the maintenance of the school's computerised database information
- Provide administrative support to the Federation
- Update and maintain the relevant school calendar
- Responsible for the production of reports, letters, newsletters and other publication materials as and when required
- Assist with general office duties including the handling of incoming and outgoing post, telephone enquiries dealing with queries as far as possible and referring to other members of staff as necessary
- Make full and appropriate use of the ICT at the school and develop computer aided administration which supports the work of the school
- Assisting the office manager with all aspects of the development and effective operation of the administrative function within the school
- Establish and maintain good relationships with students, parents/carers, colleagues, contractors and other professionals
- Provide efficient administrative support to the SLT
- Collate, amend and update pupil files and reports including SIMS
- Provide First Aid support as required (subject to training and certification)
- Establish best practice within the team/office
- Evaluate and improve your own practice, which may lead to improvements in the day-to-day running of the school and take responsibility for personal professional development
- Maintain professional portfolio of evidence to support the Performance Management process
- Responsible for sending text messages to parents as directed by SLT
- Maintaining, advising on and updating Parent Pay
- Attend school events as required

- Perform other duties, including covering the essential work of absent colleagues in all federation schools, commensurate with the grading of the post, as directed by the Line Manager
- Attend training sessions and meetings as required
- Ensure compliance within the school of data protection regulations
- Deal with confidential data, material and issues appropriately
- Maintain accurate records and filing systems

Other duties

- Undertaking other related duties which the Principal may require from time to time within reason
- Undertaking variety of shared general school administrative jobs when absence necessitates
- Supporting the Principal, Chair of Governors and Vice Principal to be effective in managing all aspects of the Academy
- Supporting the senior leadership team, as required, with a confidential secretarial service
- Exclusions: manage all exclusion administration
- Ensuring compliance with appropriate legislation (eg the Data Protection Act)
- If appropriate (depending on experience), to regularly monitor the administrative operation of the Academy to ensure that the team is working efficiently and effectively

The duties and responsibilities of the post may vary from time to time according to the changing needs of the Academy.

Person Specification				
Essential [E] or Desirable [D]	Requirements	Assessment Criteria		
		Interview	Application form	Task (lesson)
Experience				
E	<ul style="list-style-type: none"> • Experience of working as a PA/Office Manager/Senior Admin Officer 	✓	✓	✓
E	<ul style="list-style-type: none"> • Experience of working in a busy reception area and of working in a school environment is required, preferably with some knowledge of school data systems 	✓	✓	✓
E	<ul style="list-style-type: none"> • Punctuality, reliability and ability to maintain a high level of confidentiality is essential 	✓	✓	✓
E	<ul style="list-style-type: none"> • Ability to communicate positively and effectively at all levels with excellent written and spoken English 	✓	✓	✓
E	<ul style="list-style-type: none"> • Ability to effectively multi-task, work to tight deadlines and prioritise workload in a busy environment, paying attention to detail 	✓	✓	✓

E	<ul style="list-style-type: none"> Ability to be an effective team member using initiative, being proactive and having a flexible approach to work 	✓	✓	✓
E	<ul style="list-style-type: none"> Ability to understand and take full account of visitor needs 	✓	✓	✓
E	<ul style="list-style-type: none"> Ability to work well under pressure 	✓	✓	✓
D	<ul style="list-style-type: none"> Experienced in dealing with confidential work with tact and discretion combined with a calm personality and sound judgement in dealing with adults and children 	✓	✓	✓
Qualifications				
D	<ul style="list-style-type: none"> Preferably degree level (Office Skills/Business Administration) 	✓	✓	
IT knowledge				
D	<ul style="list-style-type: none"> Advanced knowledge of the Microsoft package (Word, Excel, Outlook, Publisher, Power Point) 		✓	
E	<ul style="list-style-type: none"> Ability to swiftly adapt to and utilise new/various systems/software 		✓	
Behavioural Competencies				
	<ul style="list-style-type: none"> Ability to adapt to change with academy growth and department changes 	✓	✓	✓
E	<ul style="list-style-type: none"> Confident, self-motivated and with initiative and judgement to be able to contribute significantly to assisting the Principal in prioritising, delegating and generally managing diary commitments and workload 	✓	✓	✓
E	<ul style="list-style-type: none"> A high degree of inter-personal awareness, including initiative, diplomacy, discretion and a professional approach 	✓	✓	✓
E	<ul style="list-style-type: none"> The ability to communicate effectively with people at all levels and to assess and diffuse confrontational situations 	✓	✓	✓
E	<ul style="list-style-type: none"> Excellent numerical, (including financial), written, oral, administrative and organisational skills 	✓	✓	
E	<ul style="list-style-type: none"> Must be able to manage own work load effectively and respond swiftly to tight dead lines 	✓	✓	✓
	<ul style="list-style-type: none"> Have exacting standards and a keen eye for detail 	✓	✓	
E	<ul style="list-style-type: none"> Good interpersonal skills, with the ability to enthuse and motivate others and develop effective partnerships 	✓	✓	✓

E	<ul style="list-style-type: none"> Willingness to share expertise, skills and knowledge and ability to encourage others to follow suit 	✓	✓	✓
E	<ul style="list-style-type: none"> Willingness, and ability, to contribute to whole Academy INSET 	✓	✓	✓
E	<ul style="list-style-type: none"> To practice equal opportunities in all aspects of the role and around the work place in line with policy 	✓	✓	✓
E	<ul style="list-style-type: none"> To maintain a personal commitment to professional development linked to the competencies necessary to deliver the requirements of this post 	✓	✓	✓
E	<ul style="list-style-type: none"> Genuine interest and passion for the education of young people and the ability to contribute more widely to the life and community of the Federation 	✓	✓	
Applicable to all staff				
E	<ul style="list-style-type: none"> Undertake training as required to so in order to fulfil the requirements of the role 	✓	✓	✓
E	<ul style="list-style-type: none"> Support Mossbourne's efforts both verbally and non-verbally (i.e. via actions and attitude), including adjusting performance and practice in accordance with Mossbourne's initiatives and findings 	✓	✓	✓
E	<ul style="list-style-type: none"> Recognise your role as part of the succession of Mossbourne 	✓	✓	✓
E	<ul style="list-style-type: none"> Play an active role in terms of Safeguarding all students and adults 	✓	✓	✓

Mossbourne Federation reserves the right to modify the above contents in order to ensure the needs of the Federation and the students are being met. The above list is not a comprehensive list; it simply outlines the expectations for this role. Mossbourne Federation provides equal employment opportunities to all employment applicants and employees without regard to race, colour, religion, gender, sexual orientation, national origin, age, disability or status. This post is subject to an enhanced DBS disclosure. The post holder must be committed to safeguarding the welfare of children.