

Job Profile

Administrator Level 2

Grade: 4

Date created: May 2012

Date updated: March 2025

About the Job

- **General to the role:** To support the delivery of a comprehensive administration and support function to GHES to meet the needs of internal and external customers (parents, students, staff, other professionals)
- **General to the role:** To provide administrative assistance to GHES to support the contribution in meeting the business needs of the service area.

<ul style="list-style-type: none">• To undertake administrative duties to support the business needs of GHES and the wider service area using, where appropriate, computer based systems, to ensure that services are maintained effectively, flexibly and in a timely way so as to enable the service area and organisation to meet its objectives• Reception duties• Email, telephone and in person queries• Student referral processing / admissions• Student absence escalation• Managing pupil data including attendance, assessment, student reports and statutory returns – using school ICT systems.• liaison with staff, students' main schools, medical professionals, and parents/carers• general administration duties including – letters, photocopying, scanning, printing, filing, laminating, display boards, distribution of post, data input, creation of educational packs• Induction administration for new staff, including equipment orders.• Maintaining staff training data• Stationery stock control• Archiving historic paperwork• Student exam administration	<ul style="list-style-type: none">• Financial administration including petty cash and purchasing/invoice process.• First aid – training will be given• Replenishment of refreshment stock for staff/visitors• To provide support with financial matters including electronic procurement packages, petty cash and accurate recording of purchases for budget monitoring purposes• To be responsible for the accurate input and monitoring of records and data onto relevant systems• Creation and maintenance of filing and recording systems, including statistics and monitoring as appropriate• To support a systematic approach to the archiving and appropriate disposal of information• To respond and deal with queries via telephone, email and in person providing a high standard of customer care• To undertake research as required• Assist with the response to all customer enquiries and requests for data in accordance with corporate standards and agreed guidelines• To ensure confidentiality is maintained at all times within your service area• To assist with statutory procedures within relevant service area
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- To undertake such other duties related to the work of the organisation as may be assigned that are consistent with the nature of the job and its level of responsibility

Special Conditions

- This position is subject to enhanced DBS, (Disclosure and Barring Service) check.

Monitoring and ongoing development of outcomes

- As part of the annual appraisal, outcome based targets will be developed in conjunction with the post holder and will supplement this job profile.
- The job profile will be subject to regular review and the organisation reserves its right to amend or add to the accountabilities listed above.
- There are also a number of generic requirements that are applicable to all employees within the Council.

Essential Skills and Qualifications

Qualifications:

NVQ Level 2 or 3 (or equivalent)

Equivalent or higher GCSE Grade 4 or Grade C in English Language and Mathematics.

Knowledge and Understanding

Understanding of school systems and SEND processes

Awareness of safeguarding, confidentiality and data protection requirements

Skills & Abilities:

- Highly organised, methodical and able to maintain accurate records
- Strong written and verbal communication
- Good ICT knowledge — MS Office, SIMS.net and other school software (training provided)
- Ability to multitask, prioritise and manage your own workload
- A supportive team player who can remain calm and professional
- Able to handle confidential information with sensitivity

