

Gloucestershire Hospital Education Service
Outpatient Team
County Offices
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GHES Administrative Support – Feb 2026

Many thanks for your response to the advert for Administrative Assistant within Gloucestershire Hospital Education Service (GHES).

Our Mission

We are dedicated to transforming the learning experience for young people with mental and physical health needs whilst they are unable to attend their main school.

We provide education and support, tailored to each student's unique challenges.

We champion resilience, academic success, and overall well-being, ensuring that all students can thrive both academically and personally.

Our Vision

To provide an inclusive, nurturing and high-quality education that is flexible and responsive to each student's needs, empowering all to thrive both academically and emotionally.

Our Core Values

Nurture – We see and nurture every child's unique qualities.

Confidence – We build confidence and self-esteem so everyone can flourish.

Determination – We are determined to remove barriers to enable students to thrive and achieve.

Care – We educate with care and empathy.

Safe – We provide an environment that allows everyone to feel safe.

GHES is here to support any young person in the county who is medically too unwell to attend their main school from YR to Yr11. Admissions come to GHES through two routes – either from the main school through a S19 referral, or direct from a medical practitioner. We also have a team of teaching staff based at Gloucester Royal Hospital and we provide educational support and provision for pregnant schoolgirls/school-aged mothers.

Administration at GHES

The administrator role provides administration support to all branches of the service but would be based at the Outreach Team premises in Cheltenham, with the possibility of also working from home on specified days.

The work includes but is not limited to:

- 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 all new staff, including equipment orders.
- Maintaining staff training data
- Stationery stock control
- Archiving historic paperwork
- Student exam administration
- Student SEND administration
- Student transport administration
- Financial administration including petty cash and purchasing/invoice process.
- First aid – training will be given
- Fire marshal – training will be given
- Organisation of PAT testing
- Staff meeting administration
- Replenishment of refreshment stock for staff/visitors

We are a friendly team and are looking for someone who works constructively as part of a team, with an understanding of school roles and responsibilities. This is an exciting opportunity where the work is varied with no two days ever the same.

Induction of new staff

The successful candidate can expect a fully supported induction programme which involves aspects of safeguarding training, shadowing roles within the service, using our systems such as Capita, SIMS and CPOMS and more general GCC ICT systems. We won't be throwing you in at the deep end as there is so much to learn and discover, so we would expect the first two weeks at least to be very much shadowing our current team and getting to grips with using our systems.

Staff Wellbeing at GHES

The induction to GHES is just the start of how we support all our staff here at GHES. The wellbeing of staff is paramount to maintaining a successful and forward-thinking service and an outstanding learning environment. GHES recognises that our staff are our most important resource and are to be valued, supported and encouraged to develop personally and professionally within a learning and caring community. Support for staff's wellbeing needs to

be personalised and bespoke to meet the specific needs of staff as these arise. When staff are happy, motivated and purposeful in their approach this will have a huge positive impact on the wellbeing and achievement of learners. To support all our staff, we have the following in place:

- Clear policies and procedures are in place to support and safeguard staff, e.g. Menopause, Equality policies
- Job descriptions and person specifications to ensure staff members know what is expected in their role and the right person is recruited where vacancies exist
- Continuing professional development opportunities and supportive performance management processes
- All line managers have an open-door policy and regularly check in and meet with colleagues
- Mental health & wellbeing is part of staff induction
- Ongoing professional support
- Non-teaching time on Wednesday afternoons; allowing staff to meet and carry out admin / leadership responsibilities
- Regular team meetings; mix of face-to-face and online
- Flexible working patterns
- Introduction of Wellness Action Plans (Appendix 1) so line manager knows how best to support staff and what reasonable adjustments are needed
- Annual wellbeing surveys to understand the areas of work-life that have a negative effect on wellbeing
- Reflective supervision accessible to all staff
- Referral and signposting to external sources of support where necessary, e.g Occupational Health, Employee Assistance Programme
- Staff trained in Mental Health First Aid
- Staff TEAMS group; one to share work related issues and one for more informal chat
- Staff book group
- Social events

Other Essentials

GHES is a service within Gloucestershire County Council (GCC) so employment with us is through them.

Hybrid working arrangements are available for this role, giving the administrative team the opportunity to work in a way that suits them, balancing service need and individual choice, with a mix of both remote and office working.

For all your hard work, you will receive the following:

- Flexible and agile working opportunities
- Family friendly employer offering benefits to help support you and your family
- Career development and qualification opportunities
- Supportive and positive working environment with regular, robust supervision
- Local Government Pension Scheme (LGPS)
- Access to our Employee Assistance Programme (EAP) that provides free, confidential, counselling and advice for employees, available 24 hours a day, online and by telephone.
- An in-house Occupational Health service
- Employee discount scheme
- Cycle to Work scheme
- Gloucestershire Salary Sacrifice Green Car Scheme (T&Cs apply)
- Links to employee networks such as Prism (LGBT+) network and the Young Employees Network.

Further information can be found on our website including all statutory policies:



www.gloucestershire.gov.uk/ghes

If you would like to speak to Beth Warren, Head of Service, or Karen Harris, Office Manager, for an informal conversation please contact us on 01242 532363 or email ghes@gloucestershire.gov.uk. You are also welcome to visit prior to making an application.

GHES is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. All appointments will be subject to satisfactory references, and enhanced DBS check and the Right to work in the UK.

When filling in the application form **it is really important to not only state your experience but to explain why you are choosing to apply to work at GHES in particular and why you feel you are the best candidate.** Ensure you include relevant experience that would support your application for working within an alternative provision working environment, and cross-phase. We will not accept CVs so please do not add this to your application when applying through the GCC vacancy website.

Yours sincerely,



Beth Warren

Head of Gloucestershire Hospital Education Service

