

### Job Description

<b>Faculty/Department</b>	<b>Administration Department</b>
<b>Job Title:</b>	<b>Student Services Administrator</b>
<b>Grade:</b>	2.2 – 2.8
<b>Post Purpose:</b>	To provide high quality administrative and organisational support to students
<b>Accountable to:</b>	Office Manager
<b>Duties, Responsibilities and Key Tasks:</b>	<ul style="list-style-type: none"> <li>• Staffing the Student Services desk and supporting students and staff with their enquiries following up on any actions as required. This also includes collecting students from their classes and delivering items to students in class where necessary.</li> <li>• Setting up and maintaining efficient office systems within Student Services, including manual and computerised information retrieval systems. This will include lockers and locker keys, lost and found property, mobile phones, borrowed equipment and uniform.</li> <li>• Managing the administration and allocation of lockers and locker keys to students. Preparing for the annual September intake of collating and distributing locker keys to all year groups.</li> <li>• The co-ordination, ordering, management and distribution of stationery; managing the storage of stationery and selling to students where required.</li> <li>• Ensuring stationery boxes in classrooms are filled on a half termly basis.</li> <li>• Ordering and collating student equipment packs for new admissions.</li> <li>• Supporting the Medical Room Supervisor in the provision of First Aid to students and staff</li> <li>• Managing the collection, logging and redistribution of lost and found property on an ongoing basis.</li> <li>• All Student services administration tasks, including recording the confiscation of mobile phones, printing timetables, the production and distribution of ILA passes and any other ad hoc administration tasks.</li> <li>• Any other reasonable duties requested by the Principal</li> </ul>
<b>Routine Tasks</b>	<ul style="list-style-type: none"> <li>• To promote actively the school's policies. To promote actively the school's policies.</li> <li>• To continue personal development as agreed.</li> </ul>

	<ul style="list-style-type: none"> <li>• To comply with the school’s Health and safety policy and undertake risk assessments as appropriate.</li> <li>• To have professional regard for the ethos, policies and practices of the school and Trust, and maintain high standards in your own attendance and punctuality</li> </ul>
<p><b>General</b></p>	<ul style="list-style-type: none"> <li>• To be aware of the Trust’s duty of care in relation to staff, students and visitors and to always comply with the health and safety policy.</li> <li>• Some working flexibility will be required to meet the demands of this post.</li> <li>• To establish and maintain positive, constructive, and professional working relationships with staff, visitors, students, parents, and other professionals of the Trust.</li> <li>• To be aware of and comply with the codes of conduct, regulations and policies of the Trust and its commitment to Equality, Diversity and Inclusion. Act in a courteous way at all times in communications with both colleagues and all stakeholders.</li> <li>• To contribute to whole School and Trust events as and when required.</li> <li>• To develop self within the post, undertaking training/appraisal as appropriate to ensure that relevant knowledge and skills are updated to support the development of the school.</li> <li>• To carry out any other reasonable duties or requests of your Line Manager and/or Head of School, that are in keeping with this post or as may be determined from time to time.</li> </ul>

### PERSON SPECIFICATION

ATTRIBUTE	Essential (E) or Desirable (D)	Assessment
<b>Qualifications</b>		
GCSE Maths & English A*-C (or equivalent)	E	A
Willingness to undertake First Aid training if no current certification	E	A
Post 16 qualifications	D	A
<b>Knowledge and experience</b>		
Working knowledge of Microsoft 365 programmes (specifically Outlook, Word, Excel)	D	A/I
Experience of school administration work	E	A
Previous experience of working within a school environment	D	A/I
Experience of liaising with parents/students	D	A/I
Understanding of the administrative role in schools and the work of external agencies	D	A/I
<b>Skills</b>		
Excellent administrative, organisational and presentation skills	E	A/I
Strong inter-personal skills	E	A/I
Well organised and experienced in all aspects of administration and capable of working on their own initiative	D	I
Ability to give and receive effective feedback and act to improve own performance and that of others.	E	A/I
Competent user of ICT.	D	A/I
Ability to ask for advice and support where necessary.	E	I
Self-motivating with a positive outlook.	E	A/I
Ability to work to deadlines and under pressure, in an effective and efficient manner, paying attention to detail	E	I
Proven ability to communicate effectively with staff, students, parents and visitors	D	I
<b>Personal attributes</b>		
Excellent attendance and punctuality record.	E	I
Demonstrate and adhere to MKET core values	E	J
Adhere to GDPR guidelines and the Trust's internal procedures	E	I
Willingness to be flexible with working hours and days to respond to school's needs	E	I
Adhere to the Trust's Safeguarding and Prevent policy	E	I
Adhere to Health and Safety Policy	E	I
Commitment to own professional development	E	I/A
Commitment to keeping abreast of COSHH/health and safety legislation	E	I

Commitment to equality and diversity in the workplace	E	I
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A = Application

I = Interview

T = Task/Activity

R = References

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I confirm that I have received a copy of the above job description for this role.

..... Date .....

Signature