



FORGE SECONDARY SHORT STAY SCHOOL JOB DESCRIPTION

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| Job Title | Business Operations Administrator |
| Grade | Scale 2 (points 3 - 4) |
| Working Hours | 40 hours per week term time plus 5 days (Job share 20 hours per week) |
| Purpose of role | <ul style="list-style-type: none">• To provide an efficient, professional and welcoming front of house service to visitors to the school.• To provide a high quality reception service to the school, including answering telephones.• To provide efficient and effective administrative support to assist in the smooth running of the school. |
| Reporting to | Business Operations Manager |

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| Main (core) Responsibilities, Tasks and Duties | <ul style="list-style-type: none"> • To undertake reception duties, signing in visitors and answering routine face to face enquiries in a professional and welcoming manner • To answer telephone calls in a professional manner and forward incoming calls and messages efficiently • To input and maintain school data and produce reports as required • To undertake drafting and typing of routine letters and other documents and forms as required • To photocopy and collate documents as required • To undertake filing, faxing, emailing as required • To sort and distribute incoming post and prepare outgoing mail by using the schools franking machine and post out on time • To coordinate the efficient booking of all school transport arrangements to ensure pupils are collected and dropped off at the appropriate locations in a timely and effective manner • To assist with the ordering and control of stationery supplies for the school • To maintain stock and stationery supplies • To maintain a tidy and welcoming reception area • To maintain personal and professional development to meet the changing demands of the role and to participate in appropriate training as required • To process orders and handle monies for The Book People • To organise staff collections for Birthdays, celebrations and leaving • To make attendance check calls AM and PM and complete the attendance log for each pupil • To apply for school transport for new pupils • To ensure the schools Parent Mail is kept up to date • To liaise with our school meal provider to order school dinners and inform them of any dietary requirements • To assist the Business Operations Manager with pupil enrolments which includes checking FSM entitlement • To assist the Business Operations Manager with the maintenance of the schools records management systems, including the efficient transfer of data for the new academic year and archiving. |
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Person Specification

| Qualifications, Experience & Skills required | Essential | Desired |
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| Qualifications | <ul style="list-style-type: none"> • GCSE or equivalent in English and Maths. | |
| Experience | <ul style="list-style-type: none"> • Experience of providing excellent reception/front of house services • Experience of providing excellent | <ul style="list-style-type: none"> • Understanding of school roles and responsibilities • Working knowledge of the SIMS database • Knowledge of school protocols |

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| | administrative and secretarial services <ul style="list-style-type: none"> • Experience of working with a range of software packages. | <ul style="list-style-type: none"> • Working knowledge of policies/codes of practice/legislation relating to schools. |
| Skills | <ul style="list-style-type: none"> • Excellent communication skills • Excellent IT skills, including typing • Excellent numeracy/literacy skills • Excellent organisational and planning skills, including the ability to be flexible in order to achieve objectives • Ability to focus on detail and accuracy when entering data and preparing documents • Ability to form good working relationships with colleagues and stakeholders and work constructively as part of a team • Enthusiastic, innovative and forward-looking • Ability to work within clearly defined rules and procedures and show initiative and be creative when dealing with the daily administration of the school • Ability to work to strict deadlines. | <ul style="list-style-type: none"> • Ability to work to professional standards, to develop effective working relationships, think independently and make sound judgments • Ability to influence others through persuasion and discussion. |