

**London Borough of Havering
Children's Services Directorate**

Job Profile

Job Title:	Site Administrator
Grade:	APTC Scale 5
School:	Corbets Tey School
Reports To:	Business Manager
Staff Managed (if any):	None

Job Purpose and Context

This role requires a flexible, multi-skilled individual who can seamlessly manage a diverse range of tasks to ensure the smooth running of our Post 16 facility.

A Site Administrator will need to be responsible for decision making and pro-active in resolving day-to-day site, staffing, student and visitor issues.

The Site Administrator is the first point of contact for visitors and is, therefore, expected to demonstrate exemplary customer service to both internal and external customers and be able to pro-actively and independently resolve problems and complaints in a sensitive manner.

A Site Administrator will normally be responsible for a provision site and for making sure the premises are safe, secure and ready for use on a day-to-day by students, staff and other provision users. They are equally responsible for making sure that the efficient and effective organisation and administration of provision processes, procedures and policies delivers the best possible service to all stakeholders.

Facility responsibilities of a Site Administrator can also include:

- Facilities management, which may include lettings and extended site use
- Organisation and administration of maintenance and repairs
- Portering, which may include moderate to heavy lifting
- Contributing to site safety and security
- Monitoring the use of the site
- Provide day-to-day IT support/liaison with support technician
- Provide day-to-day financial support, working closely with the Finance Officer, Business Manager and Site Manager.

The Site Administrator will be responsible for monitoring the quality of cleaning and other provided by employed cleaners or specialist providers.

Roles and Responsibilities

CUSTOMER SERVICE

1. To manage Reception and Visitors to the Provision ensuring that all Safeguarding policies and procedures are fulfilled
2. To provide an effective and efficient customer service through communication, the provision of services and dealing with and resolving enquiries, problems and complaints
3. To communicate with people in person, on the telephone and using email to:
 - respond to queries and resolve problems and complaints
 - provide information and services to customer requirements
 - take and record messages (using the school systems)
 - manage day to day communications through Parent Mail, Newsletters and maintaining School Diary

STUDENT RECORDS

4. Maintain student files and information, working with the Pupil Records Officer.
5. Liaise with external providers to ensure the smooth organisation of medical/dentist visits, provision transport, appointments with other professionals, and any other student-related services.
6. Check daily registers undertake follow-up phone calls on students who are not accounted for.

HUMAN RESOURCES

7. Carry out inductions of new staff and return to work interviews as required.
8. Liaise with HR Officer re: timesheets, absences, employee training.

ADMINISTRATION

9. To manage and coordinate site administration and organisational services
10. To design, create, produce and print out complex documents including presentations, learning materials, newsletters etc for the use of the provision, using a computer.
11. To use, develop and maintain accurate and up-to-date provision and school databases to retrieve, enter, extract and output information.
12. To use the appropriate spreadsheet, software to retrieve and enter data, create and update files and produce and output spreadsheets.
13. To find, locate, select, analyse and prepare information to support school accountability and decision making.
14. To contribute to the organisation and arrangement of events – which may include (but not exclusively) training courses, meetings of the governors – by arranging

venues, organising resources, arranging attendance and coordinating the contributions of other provision staff.

15. To use computerised management information systems and/or paper based filing systems to enter, record and retrieve data, supply information in response to requests and make reports and returns required by a variety of different sources. (SIMS Management Information System).

FINANCE

16. Manage class funds and fundraising income, arrange money for school trips.
17. Banking as required.
18. Process requisitions, check goods received, process paperwork to Finance as required.
19. Monitor inventory and conduct annual inventory check.

HEALTH AND SAFETY / SITE MAINTENANCE

20. The day-to-day management of all provision facilities to make sure they are available for safe and secure use by all users over the course of the provision day
21. Monitoring the performance of the cleaning service to make sure that the relevant work is carried out
22. To deal with spillages, including the removal of body fluids, using safe handling techniques
23. To ensure the removal of rubbish and waste. This may include:
 - Removal of waste that requires safe handling procedures
 - Waste separation to comply with re-use and re-cycling processes
 - Removing waste classified as unsanitary, hazardous and/or dangerous.
24. To use the relevant procedures of the provision to record breakages, repairs and maintenance work carried out and to record and monitor the quality of work carried out by service providers and contractors
25. To deal with emergency repairs and maintenance and organise contractors to carry out first line repairs and maintenance (this may include plumbing, electrical work, glazing, carpentry, painting and decorating and general of work), and refer relevant work to specialists in accordance with the health and safety requirements of the provision and the authority
26. To contribute to the provision maintenance and inspection matrix and to support its implementation, which may include the postholder carrying out relevant works
27. To carry out minor day-to-day repairs and maintenance to the provision site and organise and monitor other contractors and service providers.

28. Portering. To move furniture, equipment, plant, supplies and stores – in accordance with current health and safety standards.
29. To receive goods delivered (of a wide variety of types) and ensure that these are moved and stored in accordance with the procedures of the provision and to deal with deliveries outwards.
30. To be responsible for relevant stores and consumables, which may include the management of the relevant budget
31. To be responsible for safety, security and appropriate energy conservation within the provision, including acting as a key holder and organising access, including emergency access, to the provision site.
32. To monitor people on the provision premises.
33. To take appropriate action to identify, evaluate, minimise and manage any risks to health, safety and security in the immediate working environment.
34. Prepare and review risk assessments as required.
35. Liaise with The Avelon Centre regarding matters associated with joint building occupancy.
36. Maintain an inventory of electrical and non/electrical equipment
37. Keep up to date records of driver declarations for business use

WORKPLACE EXPECTATIONS

38. To work in accordance with the values, culture, ethos, equalities and inclusion policies of the provision proactively promoting anti-racist, anti-sexist and anti-discriminatory behaviours in the day-to-day operation of the job.
39. To complete provision based induction and any subsequent training required to improve performance.
40. To take part in the provision performance management system.

Notes:

1. The authority expects its employees to work flexibly within the framework of the duties and responsibilities specified above. This means that the postholder may be expected to carry out work that is not specified in the job description but which is within the remit of the duties and responsibilities.

**London Borough of Havering
Children's Services Directorate**

**Site Administrator
Person Specification**

Skills And Abilities	Essential	Desirable	Assessed By
Ability to organise one's own work, to prioritise tasks and keep to deadlines	✓		Application & interview
Ability to work independently and manage and supervise the work of the team	✓		Application & interview
Ability to be flexible and respond effectively to the 'unexpected'	✓		Application & interview
Ability to communicate and interact effectively with adults and children and young people	✓		Application & interview
Awareness of sensitive information and the need for confidentiality	✓		Interview
Ability to follow directions given by teachers	✓		Interview
Ability to manage and coordinate administrative services	✓		Application & interview
Willingness to successfully complete the range of training relevant to the job	✓		Interview
Willingness and motivation to develop own skills	✓		Interview
Ability to work independently and to use own initiative and problem solving skills	✓		Application & interview
The know-how to assess and carry out minor repairs and maintenance		✓	Application & interview
Knowledge			
An understanding of health, safety and security issues and relevant legislation affecting schools		✓	Interview
Ability to work independently	✓		Application & interview
Ability to apply basic IT knowledge and skills to meet the needs of students and staff	✓		Interview
A thorough practically based understanding of premises maintenance issues		✓	Application & interview
An understanding of provision office systems, procedures and policies	✓		Application & interview
A willingness to become conversant with and apply the financial regulations and the school	✓		Interview
An understanding of financial practice and procedures	✓		Application & interview

Qualifications and experience			
Basic ICT certification to support word processing and spreadsheet skills	✓		Application & interview
GCSE at level A – C in English and mathematics (or equivalent)	✓		Application & interview
Three years relevant experience in administration and organisation	✓		Application & interview
Previous experience in computerised pay, personnel and administrative systems	✓		Application
Experience in the SIMS computerised package used in schools	✓		Application
Willingness and motivation to develop own skills and proficiency	✓		Application & interview
Certification of relevant health and safety training		✓	Application