

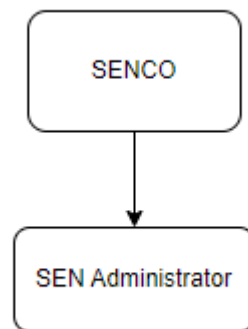
Job Title: Administrator - SEN	
Department:	CYPES /Education
Section:	<School>
Reports to	School SENCO
JE Ref	CY1119
Grade	CS06 JE Date: 21/02/2023
Job purpose	
To provide a personal, comprehensive, confidential, accurate and effective administrative service for SEND to ensure the smooth and effective management and function of the school. To work as part of a dedicated team to support the pastoral well-being of the students.	
Job specific outcomes	
Principle Responsibilities <ul style="list-style-type: none"> • Undertake confidential typing/formatting of letters and reports, deciding on priorities and ensuring accuracy of finished work. • Provide a personal telephone service by receiving and screening calls for the school and managing team diaries, dealing with enquiries where possible, or redirecting as necessary. • Undertake specialised formatting of SEN and CLA documents requiring specific layout and terminology, as required. • Establish and maintain administrative, information and database systems to ensure the effective and efficient dissemination of information and functioning of the school. • Liaise with a wide range of people such as the Virtual School, CAMHS, Social Care and professionals supporting SEN. • Provide administrative support for meetings, ensure that all attendees receive supporting documentation, and where necessary attend and take notes, to ensure the smooth running of the meeting. • Provide administrative support for training courses delivered by members of the school for SEND. Maintain attendance lists, ensure that all attendees receive relevant information prior to the course. Support the school member in producing high quality course materials prior to delivery of the course. • Process all enquiries received by the school in accordance with set procedures and policies. • Act as a point of liaison between the school and internal and external customers. • Provide an efficient electronic filing and photocopying service for the school. 	

Statutory responsibilities

Be aware of and comply with policies and procedures relating to child protection health, safety and security. To work in accordance with the Data Protection (Jersey) Law 1998. To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work (Jersey) Law, 1989; and with any other statutory responsibilities applicable to the role.

Organisational structure

One Government Departments



Specific to the role

The post holder will act as initial support to the Deputy Headteacher and teaching staff and will be expected to show tact and courtesy when dealing with clients and outside agencies. An ability to cope calmly and with deadlines and unexpected problems is expected. The postholder will be a strong team player who is also comfortable working on their own initiative and be prepared to ask for and take advice.

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> Must possess a minimum of 5 GCSE or equivalent at A* - C grades, English and Maths are essential. Must be an experienced administrator with a high level of skill in organisational ability. 	
Knowledge	<ul style="list-style-type: none"> An administrative qualification is desirable along with an ECDL certificate. Basic bookkeeping knowledge would be desirable. 	

Technical / Work-based Skills	<ul style="list-style-type: none"> • Excellent Information Technology skills, especially in respect of Microsoft applications (e.g. Word, Excel, PowerPoint and Publisher) together with knowledge of other office equipment. • High levels of self-management and organisational skills with the ability to judge priorities and act on initiative are essential. • Must be able to work as part of a team and maintain efficiency and professionalism whilst under pressure. • An ability to deal calmly and diplomatically with a wide range of people is essential along with the ability to maintain strict confidentiality. • An understanding of Freedom of Information, Data Protection and Child Protection are essential. 	
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Personal Attributes

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the Government of Jersey Tier 6 core accountabilities attributes and behaviour indicators.

Additional job information

Contextual Information

Communication and Relationships

Act as the first point of contact for members of the public and staff. Will be required to communicate in various ways (e.g., telephone, email, letter, and personal) with a wide range of people such as schools/nurseries, parents, other States Departments, and external agencies including Children's Service, Police and Lawyers.

Analytical Skills

Because of the sensitive nature of the work, there is a need to have a mature and sympathetic approach, with an awareness of the need for maintaining strict confidentiality. The ability to communicate diplomatically at all levels is essential.

Needs to exhibit self-confidence, independence, and awareness of events to manage busy diaries, plan and co-ordinate meetings on behalf of the SEN department and / or headteachers.

Must have a willingness to keep abreast of matters relating to SEN by attending relevant courses and seminars.

Planning & Organisation

Manages team diaries and is responsible for setting up regular meetings, including invites, room bookings, refreshments (if required) and providing any relevant paperwork.

Responsible for own workload and deciding on priorities.

Organise training events that require liaison with external agencies, other Departments and external advisors / bodies.

Physical Skills

Required to:

Type up notes, reports and letters to be distributed to senior management and various agencies.

File correspondence reports appropriately according to records management guidelines.

Photocopy reports, training documents, handouts and brochures.

Re-organise training rooms (move chairs, tables) at least twice a week.

Sat at desk for the majority of the day.

Proof reading reports and documents for accuracy.

Policy and Service Development

Follows all GOJ, CYPES and schools' policies and procedures and contributes to the development of internal procedures.

Financial and Physical Resources

Maintains accurate records of the section's budget of up to £300,000.

Processing orders, checking receipt of goods and checking and passing invoices for payment.

Required to chase any outstanding invoices/payments, process mileage claims and answer general enquiries.

Produce monthly spreadsheets showing current spend and projected over/under spend and ensuring Treasury figures on Console accurately match those of Section's Excel Books.

Assist in the calculation and production of annual budget bids, especially for the Moderation Process and for those Business Units that the post holder administers.

Also required to be an authorized signatory for purchase card transactions.

Ensures all new equipment is input on the Asset Register, ensuring Register is kept up to date.

Ensures that all equipment for courses/conferences is in good working order, i.e. Interactive Whiteboards, computers etc

Staff Management

Demonstrates functions of the job to new employees including finance and booking procedures.

Responsible for identifying own CPD requirements and ensuring you keep abreast of current changes to your area.

Information Resources

Creation of any new databases required. Maintains databases such as MyView.

Responsible for taking minutes during management meetings and distributing to stakeholders and distributing them as required.

Use mail merge to produce documents/letters for management. Responsible for creating statistical reports for management.

Provide administrative support for training courses delivered by members of the school for SEND. Maintain attendance lists, ensure that all attendees receive relevant information prior to the course. Support the school member in producing high quality course materials prior to delivery of the course.

Freedom to Act

Follows Departmental policies and procedures to complete routine tasks associated with the role of Administrator.

The post holder works autonomously; is not supervised and decides when to escalate an issue. The post holder routinely replies to correspondence on behalf of a manager.

Physical Effort

Sits at a desk 95% of the day typing on a computer, completing general clerical tasks and talking on the telephone while in the office.

Carries resources (i.e. files and handouts etc) weighing approximately 5 kilos to various rooms.

Carrying trays of refreshments to meetings, sometime having to negotiate stairs, at least twice a week.

Mental Effort and Concentration

The postholder will be required to:

Analysing financial spreadsheets at least once a day.

Attending training sessions once a term.

Engages and interacts in meetings with colleagues/outside agencies on a weekly basis.

Proof read documents, reports and communications for management every day.

Emotional Effort

Encounters aggressive/distressed behaviour from members of the public on the telephone, or face to face, on a weekly basis.

Working Conditions

Frequently encounter aggressive/distressed behaviour from members of the public on the telephone, or face to face.

Experiences frequent distraction's caused by noisy students.

Any other information

Include any information that you believe is important to ensure that we have a sound understanding of the role that is not included anywhere else in the form.

Post-holder's agreement of job content (if appropriate/BAU)

Sign and date:

Print name:

Line Manager's agreement of job content

Sign and date:

Print name:

**Date of
evaluation**

Post number

Post band