

## Administrator

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**Department:** Children, Young People, Education and Skills

**Division:** Education – School Improvement and Advisory Service

**Reports to:** Office Manager

**JE Reference:** CYP1271

**Grade:** CS06

**JE Date:** 06.08.2025

### Job purpose

To provide a personal, comprehensive, confidential, accurate and effective administrative service to ensure the smooth and effective management and function of School Improvement and Advisory Service of CYPES.

### Job specific outcomes

Undertake confidential typing of letters and reports, deciding on priorities and ensuring accuracy of finished work.

Receive and screen calls for the team and manage their diaries, dealing with enquiries where possible, or redirecting as necessary to provide a personal telephone service.

Respond to routine matters on behalf of the team and prepare draft correspondence for review and signature, ensuring timely and accurate communication.

Produce specialised documents using appropriate layouts and terminology for presentations, meetings, and publications, ensuring accuracy and consistency in formatting.

Establish and maintain administrative, information and database systems to ensure the effective and efficient dissemination of information and functioning of the service.

Maintain accurate records of the team's budget by processing orders, checking receipt of goods and checking and passing invoices for payment, to provide line manager with up-to-date information of funds available.

Liaise with a wide range of people such as schools/nurseries, parents/carers, other government departments and external agencies to support the work of the team.

Provide administrative support for meetings and conferences, ensure that all attendees receive supporting documentation, and where necessary attend and take minutes, to ensure the smooth running of the meeting or conference.

Provide administrative support for team-led training courses by managing attendance lists, distributing pre-course materials, and assisting in the preparation of high-quality content for delivery—ensuring smooth coordination and a professional learning experience for all participants.

Process all enquiries, applications, and registrations in accordance with established procedures and policies to ensure compliance and consistency in service delivery.

Act as a key liaison between the team and internal and external customers to ensure clear, timely, and effective communication.

Arrange travel and hotel bookings using the Government of Jersey's preferred system, ensuring compliance with current financial directives and accurate, cost-effective travel planning.

Provide an efficient electronic filing and photocopying service to support accurate record-keeping and easy access to documentation across the Service.

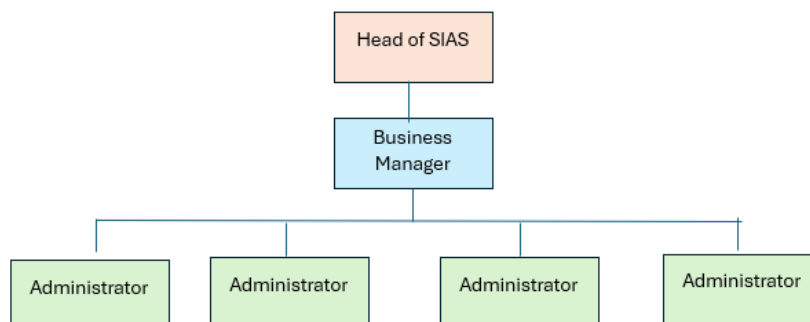
### Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

### Organisational structure



### Organisation chart



## Person Specification

## Specific to the role

*Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.*

*It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.*

ATTRIBUTES	ESSENTIAL	DESIRABLE
<b>Qualifications</b> <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i>	Must possess a minimum of 5 GCSE or equivalent at A*-C grades, including English and Mathematics.	Have a Certificate in Administration, Level 3 is desirable.
<b>Knowledge</b> <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i>	High levels of self-management and organisational skills with the ability to judge priorities and act on initiative are essential.	Basic bookkeeping knowledge would be desirable.
<b>Technical / Work-based Skills</b> <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i>	Excellent Information Technology skills, especially in respect of Microsoft applications (e.g. Word, Excel, PowerPoint and Publisher) together with knowledge of other office equipment.	Knowledge of using Government of Jersey applications for example Ariba, Amex, Connect.
<b>General Skills/Attributes</b> <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i>	<p>Must be able to work as part of a team and maintain efficiency and professionalism whilst under pressure.</p> <p>Must have experience within administration and have a high level of skill in organizational ability.</p> <p>An ability to deal calmly and diplomatically with a wide range of people is essential along with the ability to maintain strict confidentiality.</p> <p>Will be a strong team player who is also comfortable working on their own initiative and be</p>	An understanding of, and willingness to comply with, health and safety at work.

	prepared to ask for and take advice.	
<b>Experience</b> <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i>	Must have experience within administration and have a high level of skill in organisational ability.	
<b>Criteria relating to Safeguarding.</b>  <i>Other requirements needed to confirm suitability to work with children and/ or adults at risk to include skills, abilities, experience, behaviours and attitude/ motivation and values towards children and/ or adults at risk.</i>  <i>Please include any responsibility for children and / or adults at risk in the role and any safeguarding responsibilities and include whether DBS vetting will be required.</i>	Basic DBS check.	

## Core Accountabilities, Attributes and Behaviour Indicators

### Delete as appropriate:

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