**School Administrator, Inspired Directions School**

**Salary:** £20,700 per annum

**Pension contribution:** 5% employer’s contribution to personal pension plan

**Hours:** Full-time

**Contract:** Permanent, term-time only

**Location:** Hackney, London

All young people should have a fair chance to succeed. Our mission is to create opportunities for all local young people to find their talents and thrive. Founded in 2004, Inspire opens doors for young people aged 3-24 through a range of programmes which help them to raise their aspirations and achievement levels. We work with 42 schools across Hackney, Camden and Islington, supporting 15,000 young people each year with over 1000 volunteers and a huge network of employers.

In 2014 we established our independent school Inspired Directions, which offers alternative provision for learners whose needs cannot be met within mainstream education. Our school offers a nurturing and safe environment in which our small cohort of 15 pupils can learn and develop. Through personalised learning plans, we support pupils to develop their personal skills, social capital and academic learning to progress on to college or training at age 16.

**About the team**

Our team values are:

**Commitment** – we are dedicated to our work and our cause

**Collaboration** – we build networks and partnerships to help us achieve our goals

**Inclusivity** – we celebrate diversity and provide support regardless of ability

**Impact** – making a practical difference to young people’s lives

**Community** – we are driven by the experiences of young people growing up in our communities

**Creativity** – we innovate to meet the changing needs of young people

**Safeguarding**

Inspire is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults in its care. We will take every reasonable step to ensure that children, young people and vulnerable adults are protected where our staff and associates are involved in the delivery of our work. As an employer, we expect all staff and volunteers to share this commitment; and as such an enhanced Disclosure and Barring Service (DBS) Check is required and safeguarding training is provided.

**The role**

The School Administrator will be the first point of contact at Inspired Directions School, greeting visitors at the front desk as well as taking calls, replying to email enquiries and providing high-quality administrative support for the school. A confident communicator with a passion for supporting young people’s development, you will have an eye for detail and excellent customer service skills.

**Responsibilities**

You will support the school team to deliver an excellent education for our pupils. Day-to-day responsibilities include:

1. **School reception desk**
* Being the first point of contact at the reception desk, greeting students and staff each morning
* Recording morning and afternoon student attendance and passing information onto referral partners in their preferred format
* Completing other attendance-related tasks in line with our attendance policy
* Making morning calls to late and absent students and parents to find out the reasons for their absence or lateness. Accurately recording responses and passing information to colleagues
* Communicating regularly with external agencies and parents to notify them of absences, exclusions, timetable restrictions and other important information
* Sending letters out to parents
* Logging student information on our online system School Pod
* Adhering to our Safeguarding policy and procedures regarding visitors entering and leaving the building, ensuring accurate records are kept and visitors sign in and wear visitor badges
* Contributing to the safety and security of the school at all times, making sure the front door is closed and entry to the premises is controlled
* Receiving, sorting and distributing post and other deliveries
* Ensuring the reception area is kept smart and tidy and that noticeboards are kept up to date
1. **General administration**
* Answering phone calls, taking messages and directing calls as appropriate
* Photocopying resources and materials for lessons or meetings
* Helping to prepare for large meetings, setting up meeting rooms and ordering refreshments
* Running errands, including local deliveries
* Supporting DBS checking for staff
* Keeping records of our policies, and alerting policy leads when they need updating
* Maintaining and updating school information, records and databases
* Assisting in the production of the weekly e-bulletin for the school
* Supporting admissions-related administrative tasks, including preparations for and assistance at open mornings, students interviews and other events
* Providing administrative support for school staff, completing forms, updating behaviour logs, ordering student lunches, booking student activities and liaising with suppliers as necessary
* Communicating with external referral partners including sending daily registers, relevant forms with regards to long term absence or student exclusions

**Person specification**

Our ideal candidate will be a positive, enthusiastic self-starter, with a strong interest in working with and supporting young people to achieve their potential.

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| **Area**  | **Essential/ Desirable** | **Criteria**  |
| Experience | E | Providing administration support within a school or similar  |
| E | Working in a busy environment, preferably on a reception desk  |
| E | Working with young people  |
| E | Using IT programmes, including databases for recording and retrieving data |
| D | Working in an education setting with students aged 14-16  |
| D | Working in a multi-cultural education setting  |
| Skills and attributes  | E | Ability to build a rapport with students and parents |
| E | Self-motivated  |
| E | Ability to build and sustain positive, professional relationships  |
| E | Good numeracy and literacy skills |
| E | Excellent attention to detail  |
| Characteristics  | E | Positive attitude and enthusiasm  |
| E | Highly organised and able to prioritise and manage time effectively |
| E | Excellent listening skills, for students, parents and colleagues |
| E | Flexible approach to the role  |
| E | Enjoy working as part of a team and providing support to colleagues  |
| E | Strong personal alignment with Inspire and desire to support young people to achieve their potential  |
| E | Collaborative approach  |
| E | Committed to excellent customer service  |
| E | Excellent interpersonal skills |
| E | Interested in a varied role |
| E | Professional and calm persona  |
| E | Thrives in a busy environment  |
| E | Desire to learn and develop |