



Grace Academy Solihull

Job Description



Role:	Admin Assistant
Responsible to:	Pastoral Lead
Based at:	Grace Academy Solihull
Hours:	37 hours per week, 41 weeks per year
Grade:	F6- F7 Tove Learning Trust pay scales

Job Context

The Admin Assistant is the first point of call for visitors to the school, parents, staff and children. As the 'face' of the school they should be welcoming, personable, helpful and able to represent the school in a professional and friendly manner. In addition, it is essential that the person for this role is organised, able to multi-task, work flexibly and have a 'can do' approach to work, as no two days are the same and there will be pastoral Administration duties involved in this role.

Key Responsibilities

- Managing phone calls, emails, and in-person queries with clarity and professionalism
- Maintaining accurate student records, attendance, and data entry using the Academy's MIS system.
- Follow safeguarding procedures when dealing with visitors, students and any other stakeholders
- Supporting administrative tasks, reprographics, and academy correspondence.
- Arrange meetings with key stakeholders and pastoral teams.
- Support the Pastoral team to complete core administration tasks.
- Complete suspension and exclusion paperwork in a timely manner to support the pastoral leads
- Complete the administration of Alternative Provision and Direct offsite placements, in liaison with the leadership team.
- Support with Safeguarding administration where required.
- Support with sending pastoral letters and communication to parents, by proof reading and communicating with the wider administration team

Job Description

Communication with stakeholders

- To be the first point of contact for parents and key stakeholders when trying to contact the pastoral team , extending a warm and professional welcome to callers and visitors.
- To deal effectively with telephone calls, triage calls, transfer callers to relevant staff and take and pass on messages.
- To follow safeguarding procedures by ensuring that visitors have the relevant clearance to work directly with students where coordinating with organisations to ensure DBS information is shared.

- Communicating with parents regarding all aspects of school life, making, receiving and passing on information between parents and teachers in a timely manner with minimum disruption to lessons.
- To ensure that the parent rooms are tidy and that signposting literature and posters are updated and replenished as necessary.
- Coordinate and arrange meetings, including booking rooms, between the pastoral team and relevant stakeholders.
- Manage the administration responsibilities of 'Offsite Directions' and Alternative Provision placements, liaising with Pastoral leadership and key stakeholders
- Support the suspension and exclusion process through administration and communication with the leadership team and stakeholders.

Administration

- Answer calls
- Rooming bookings
- Guest/Visitor experience
- First Aid/ sickness triage
- Reprographics
- Student services – Point of call for students/Pastoral team
- Parentmail general admin – letters / SMS / emails – sent home
- Maintaining and updating school information, records and databases
- Produce lists/information/data as required e.g. pupils' data.
- Undertake routine administrative procedures

Events

- Be the administrative point of contact for rewards activities throughout the year
- Support with the administration and organisation of parents evening/Transition evening etc events and in some cases attend the event, which maybe be past normal working hours
- Support the Pastoral Teams with the administration of assemblies, eg producing certificates and adding data to powerpoints.

General

- Be aware of and comply with all trust and school policies and procedures particularly relating to child protection, equal opportunities, health and safety and security, confidentiality and data protection; reporting all concerns to an appropriate person
- Carry out all duties with regard to the school's policies and codes of conduct
- Participate in training and other learning activities as required and to participate in appraisal and professional development
- Set high expectations of conduct, whilst acting as a good role model for others

Tove Learning Trust expects its employees to work flexibly within the framework of the job description. This means the post holder may be expected to carry out work that is not specified in the job description but which is within the remit of the role, duties and responsibilities.

Tove Learning Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff & visitors to share this commitment.