

Job Description

Job Title:	Education Welfare Service Administrator
Multi Academy Trust:	Ted Wragg Multi Academy Trust
Location:	Exeter and Plymouth
Responsible To:	Education Welfare Service Lead
Salary Grade:	Grade D (£20,092 -£22,183)

1. Key Purpose of Job

To provide high quality, confidential administration to the Education Welfare Service and develop and maintain a range of clerical and administrative systems, including the maintenance of electronic records.

2. List Key Duties and accountabilities of the post

- Work on own initiative and to deadlines
- Efficiently process letters, reports and data as required
- Ensure office administration is maintained effectively with regard to meetings, telephone calls, scanning, photocopying, mail sorting
- Assist with co-ordinating visits - including liaising with Education Welfare Officers, sending out appointment letters and maintaining spreadsheets/database
- Ensure the escalation pathway of non-attendance of parents to meetings is followed and relevant paperwork is completed
- Liaise with Local Authority, School Attendance Officers, Social workers, CAMHS and other relevant internal and external agencies
- Liaise directly with parents via telephone, email and post
- Assist with co-ordinating training
- Record/monitor and collate data for reporting
- Assist with communications to parents/carers and staff, receiving and passing on information between parents/carers and teachers
- Assist with the ordering of resources as required
- Minute taking at meetings if required and collating resources and/or case notes prior to meetings
- Provide a range of administration support functions as required
- To ensure responsive and accurate communication with the Education Welfare Officers
- Act as a first point of contact for all communication incoming and outgoing ensuring consistent and correct information is shared with the Education Welfare Officers, teachers, parents and carers
- Run attendance reports every week for the Welfare Lead
- Run reports from SIMS when needed
- Assist in the administration of attendance letters and fixed penalty notices
- Collate case files for legal meetings

3. Supervision / Line Management Responsibilities of the post

- None

4. Working Environment & Conditions of the post

- Office environment

5. Other Duties

- Identify personal training needs and participate in training and performance development whenever required.
- Actively participate in performance management processes.
- Attend and participate in relevant meetings as required.
- Undertake any other duties appropriate to the grade of the post.

6. Other Information

- a) The Trust is committed to ensuring that our employees are able to achieve their full potential in an environment offering dignity, respect and equality of opportunity. As an employee, you are representing the Trust and must support and demonstrate your commitment to the Trust's ethos and anti-discriminatory practices.
- b) The Trust operates a Smoke-Free Policy and the post-holder is prohibited from smoking or vaping in any of the Trust buildings, enclosed spaces within the curtilage of buildings, and Trust vehicles.
- c) The post-holder will be expected to have an agreed working pattern to ensure that all relevant functions are fulfilled through direct dialogue with employees, members of other agencies and community members.
- d) The post-holder is expected to familiarise themselves with and adhere to all relevant Trust and School Policies and Procedures.
- e) The post-holder must comply with the Trust's Health and Safety requirements specifically for the school they are working at.
- f) The post holder may be required to move their base to any location within the Trust upon request.
- g) As this post meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, all applicants who are offered employment will be subject to an Enhanced Disclosure and Barring Service Check (DBS) before the appointment is confirmed. This will include details of ALL cautions, reprimands or final warnings as well as convictions, whether "spent" or "unspent". Criminal convictions will only be taken into account when they are relevant to the post.
- h) This role requires the ability to fulfil all spoken aspects of the role with confidence and fluency in English.

Person Specification

Qualifications and Experience	Essential / Desirable
GCSE English and Maths (grade C or above) or equivalent level of experience	E
Willingness to identify and take part in self-development opportunities	E
Experience of working in a customer facing role	D
Administrative experience gained in a busy working environment	D
Knowledge, Skills and Understanding	
Ability to show discretion and work with sensitive and confidential information	E
To work under pressure and prioritise workload to meet deadlines	E
Strong attention to detail and accuracy	E
Ability to remain calm in complex and pressurised situations	E
Good interpersonal skills. Ability to communicate confidently at all levels and develop and maintain effective working relationships	E
Good level of written and verbal skills (including an excellent telephone manner)	E
Highly developed organisational skills with the ability to multi task. Can work flexibly and on own initiative	E
Ability to carry out detailed work whilst maintaining accuracy and attention to detail. Accurate typing skills	E
Good standard of ICT skills, including Microsoft Office application, in particular Word, Excel, PowerPoint and Outlook	E
Understanding of Health and Safety procedures, Child Protection issues and the Data Protection Act	D
Personal and Interpersonal Qualities	
Be prepared to adopt and support the core values of the Ted Wragg Multi Academy Trust, in order to play your part in providing high quality education and support to our students and other staff colleagues	E
Understand, promote and uphold policies for safeguarding children and young people	E
Maintaining absolute confidentiality and integrity; being trustworthy and honest	E
Excellent interpersonal and communication skills;	E
Committed to equality and diversity	E
Other	
This post is subject to an enhanced DBS disclosure	E
This role requires the ability to fulfil all spoken aspects of the role with confidence and fluency in English	E