



Job Description - Cover Administrator

Job details

Salary: SCP 11-17

Hours: 37 hours per week (07:00-15:00 daily with a 30 minute lunch break)

Contract type: Full time, permanent, term-time only + 5 days (39 weeks)

Reporting to: Senior Office Manager

Responsible for: N/A

Main purpose

To manage and lead on administrative procedures to organise, administer and co-ordinate the daily provision of internal and external cover for absent teaching and non-teaching staff

Outside the daily cover administrative work, under the direction of the Senior Office Manager, work as part of the Administration Team to support the efficient and effective running of school operations across a wide range of administrative areas

Duties and responsibilities

Cover Administration Lead:

- Taking absence calls, following relevant absence recording procedures and making calls to check in on absent staff daily (AM and PM) maintaining confidentiality at all times
- Organising cover for staff absence (both planned and unplanned) via cover supervisors and agency contact - short term and long term, complying with Trust preferred supplier arrangements, where possible
- Linking in with Senior Leaders as required to ensure the appropriately trained supply staff needs are met in line with the school needs
- Monitoring pre-planned absence periods to ensure cover is organised in advance, where possible
- Adhering to safeguarding processes for visitors - ensuring vetting checks and assurance letters are received for supply and temporary staff, that the information is checked and is compliant with Trust procedures, and that this is communicated to the relevant colleagues to ensure the single central record is updated and remains accurate
- Logging cover that has been arranged and communicating this as needed
- Adhering to financial procedures and controls regarding agency cover and liaising with the Senior Office Manager and Trust colleagues as required to ensure timesheets and invoices are processed accurately and promptly
- Communicating and logging any concerns and compliments regarding supply staff to ensure standards of supply quality are high and maintained, liaising with SLT members as required
- Ensuring cover staff have access to the relevant systems and resources to assist with effectiveness during their period of cover at the school
- Ensuring temporary cover staff members receive basic induction training prior to working with students, including; safeguarding procedures, Health and Safety Procedures including fire evacuation procedures, ICT procedures and any other school related information on a need to know basis
- Acting as the main point of contact for any matters relating to cover

Outside of the times that the Cover Administrator is undertaking Cover work, they are required to work with the Admin Team to assist with Administrative duties, including:

Reception duties:

- To act as the first point of contact for the school, answering enquiries face to face via telephone call and online, taking messages and signposting as needed - ensuring all information is passed on promptly and accurately
- Provide a warm, professional and courteous welcome to all members of the school community - visitors, staff, students and parents/carers
- Adhere to systems to assist with the safety and security of all within the school, ensuring entry to premises are controlled appropriately and visitor protocols are followed
- Ensure that reception, meeting rooms and office areas are maintained and welcoming
- Working both independently and effectively as part of the Administrative Team to provide an excellent reception and administrative support service
- Maintain visitor arrangements to support the Single Central Record, ensuring updates to the visitors are communicated promptly and accurately
- Support with administration around incoming and outgoing mail and written and verbal correspondence

Student Services:

- Assist with the Student Support Service, this may include welcoming parents and student's queries and dealing with general enquiries face to face or by telephone; taking messages or referring matters to the appropriate person
- Assist with student welfare duties, looking after sick students, liaising with parents / carers and relevant staff, dealing with student matters
- Provide/assist in locating a trained first aider to provide basic first aid when required
- Be responsible for passing messages on to students and delivering items to students as required
- Assist with the secure storage of confiscated items, returning them to the owner in accordance with the school policy
- Be responsible for the storage, housekeeping, returning and/or disposal of lost property
- Liaise with the relevant admin colleagues to ensure system updates are made promptly around changes to student details, contact information etc

Administration duties:

- Manage office stocks for stationery and resources to ensure stocks are replenished and orders are raised when required
- Under the direction of the Senior Office Manager, provide administrative support with financial processes, which may include raising orders, free uniform voucher processes, goods receipting, assisting with incoming payments and the chase up and logging of unpaid debts, escalating where appropriate
- Assist with arranging / monitoring transport for pupils attending the school.
- Provide administrative support to the necessary colleagues to assist with the smooth running of all school events and parent evenings
- Provide administrative support to the EVC around school trips, running reports, collating and storing consents and communicating with all parties as required
- Word processing of letters, documents and reports as required
- Maintain, collate and circulate pupil reports.
- Produce lists, information and data as required.
- Undertake general admin duties to support all areas of the school, which may include, photocopying, printing, word processing, minute taking, producing posters and leaflets, ICT support
- Provide hospitality to visitors and provide a professional and courteous service
- Manage updates to internal booking systems for school vehicles, assist with arrangements for meeting Rooms
- Support admin processes around school vehicles, ensuring the necessary procedures are followed around signing in and out of keys and fuel cards and vehicle checks are undertaken
- Assist with administration around the Free School Meal system, to include chase ups and logging appropriately to ensure that funding is optimised and students receive the correct allowance
- Communicate effectively with the Attendance Team and provide admin support with Attendance Team administrative tasks

General Requirements:

- Develop and promote high standards throughout the School
- Be familiar and comply with all relevant school and Trust policies and procedures relevant to the role
- Be aware of and support difference and ensure all pupils have equal access to opportunities to learn and develop
- Contribute to the overall ethos/work/aims of the school and Trust

- Appreciate and support the role of other professionals
- Participate in training and other learning activities and performance development as required
- Keep records in accordance with the Trust retention schedules, ensuring information security and confidentiality at all times
- Ensure all duties and responsibilities are undertaken in line with the school's health and safety policy contributing to the safety of children and young people and protect them from harm
- Provide administrative support to the wider school teams, when required, including the attendance, SEND, Admin and Reception Teams as required
- Safeguarding encompasses the duties of child protection and promoting the rights and welfare of children. As such it is everyone's responsibility to safeguard children in line with Keeping Children Safe in Education and provide a safe environment in which children can learn.
- Undertake any other duties, commensurate within the grade, at the discretion of the line-manager

Please note that this list of duties is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks that the postholder will undertake.

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Person specification

| CRITERIA | | E/D | IDENTIFIED |
|------------------------|---|-----|------------|
| EDUCATION AND TRAINING | GCSE or equivalent level, including at least a grade 4 (grade C) in English and maths | E | A |
| EXPERIENCE | Carrying out administrative and secretarial tasks | E | A |
| | Dealing with face-to-face, electronic and telephone interactions | E | A |
| | Experience of working in a school environment | D | A |
| | Working and collaborating within a team | D | A |
| | Organising and minuting meetings | D | A |
| SKILLS AND ABILITIES | Accurate keyboard skills and excellent working knowledge of ICT applications. | E | A/I/T |
| | Good oral and written communications skills | E | A/I/T |
| | Ability to respond quickly and effectively to issues that arise | E | A/I |
| | Ability to plan, organise and prioritise to meet deadlines | E | A/I |
| | Ability to produce meeting minutes and documents of a high quality | E | I/T |
| | Ability to use own initiative and take action accordingly | E | I |
| | Excellent attention to detail | E | I |
| | Ability to use IT packages including word processing, spreadsheets and presentation software | E | I |
| | Ability to use relevant office equipment effectively | E | I |
| | Ability to build effective working relationships with colleagues | E | I/T |
| | Understanding of data protection and confidentiality | E | A/I |
| | Understanding of safeguarding | D | A/I |
| | Ability to maintain confidentiality. | E | A/I |
| | Ability to organise and prioritise work, use own initiative and work as part of a team. | E | A/I |
| | Customer orientated. | E | A/I |
| | Ability to build effective working relationships with staff and other stakeholders | E | A/I |
| | Ability to adapt and be flexible to the needs of the school. | E | A/I |
| OTHER REQUIREMENTS | Commitment to promoting the ethos and values of the school and Trust and getting the best outcomes for all pupils | E | A/I |
| | Commitment to acting with integrity, honesty, loyalty and fairness to safeguard the reputation of the school | E | A/I |
| | Commitment to a team approach; exchanging ideas and providing support to colleagues where needed | E | A/I |
| | Ability to work under pressure and prioritise effectively | E | A/I |
| | Commitment to maintaining confidentiality at all times | E | A/I |
| | Commitment to safeguarding and equality | E | A/I |
| | Embraces change well | E | A/I |
| | Deals with difficult situations effectively | E | A/I |
| | Patient, flexible and adaptable, meticulous and conscientious | E | A/I |
| | Willing to undertake training and continuous professional development in connection with the post. | E | A/I |
| | Willingness to undertake an Enhanced DBS disclosure. | E | A/I |

This job description may be amended at any time in consultation with the postholder.

Last review date: