

Role Profile: Administration Manager & PA to SLT

Purpose

To ensure a high-quality, seamless parent experience for families and pupils by enhancing the efficiency, organisation, and operational effectiveness of Downsend's administrative function. A key aspect of this role is the contribution to a cohesive and positive journey for families from Little Downsend through to Downsend Sixth. Collaborating closely with colleagues in Marketing and Admissions, you will pick up the relationship with these families and will lead your team to ensure every interaction is exceptional as they join the school and become part of the community.

Providing support to the SLT, you will be a key point of contact for stakeholders across the school providing expertise in all areas of parent experience and administration. The role reports to the Executive Head, with a dotted line to the Operations Manager.

Key Accountabilities

Administration Manager responsibilities:

- To lead on a joined up current parent communications plan that is timely, relevant and accurate, of an appropriate tone of voice and delivers an exceptional parent experience
- To manage the School Calendar, liaising with stakeholders to ensure that events and milestones are well-planned and ultimately ensure parents have multiple opportunities to be part of the school community
- To lead the Administration Team to ensure that each area of the school is supported effectively
- To manage the team to triage and answer parent enquiries quickly, efficiently and positively
- To manage the programme of current parent events from initial planning, through to logistics, alongside Facilities and Catering teams
- To manage the Data and Compliance Administrator to ensure that management information systems function effectively and meet expectations for safeguarding, data protection and other statutory requirements
- To manage the Reception/Front-of-House team to deliver an exceptional parent experience at all times
- To work with the Admissions Team to create a seamless onboarding/offboarding experience for new starters and leavers
- To work with the Marketing team to ensure internal and external messages are completely aligned, on time and are of the appropriate tone, sharing content for social media as appropriate
- To plan the workload of the team, ensuring appropriate coverage during both term time and during school holidays
- To regularly review VoP survey results from prospective and current families, reflecting on areas of improvement and ensuring the team are empowered to continuously improve
- To assist the Operations Manager with implementation of projects, systems or processes as required

SLT Support responsibilities:

- To distribute internal communications as required, such as the weekly Staff Bulletin
- To provide diary management support to the Senior Leadership Team as required, including organisation of and notetaking in meetings and preparation of hospitality for guests
- Maintain confidentiality at all times, especially with sensitive student, staff, or governance matters.

Leadership and Management

- To foster a service orientated, 'can do' approach and a culture of support within the Administrative Team, ensuring mutually supportive working relationships between academic and support staff
- To work closely with the Marketing and Admissions Teams devising plans that are joined up and cohesive from a parental perspective
- To ensure that school policies and strategies are reflected in all support services
- To attend regular training or networking sessions regarding compliance within schools.
- To regularly review own practice, set personal development targets and take responsibility for CPD

Safeguarding Responsibilities

- To comply with safeguarding policies, procedures and code of conduct
- To demonstrate a personal commitment to safeguarding and student/colleague wellbeing
- To ensure that any safeguarding concerns or incidents are reported appropriately in line with policy
- To engage in safeguarding training when required

Person Specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> • Excellent communication skills • Resilience, flexibility and the ability to work under pressure • Highly organised 	
Qualifications	<ul style="list-style-type: none"> • Educated to at least GCSE Level with Maths and English Grades A*-C • Willingness to take on further training as required 	<ul style="list-style-type: none"> • Fire Warden training • Safeguarding training • First Aid at Work
Experience	<ul style="list-style-type: none"> • Supervisory or managerial experience • Sound knowledge of pupil database systems • Knowledge of IT systems, software packages • Experience in managing calendars, diaries and events • Experience in setting and working towards targets and deadlines 	<ul style="list-style-type: none"> • Experience of some budget management • Experience of line managing others. • Experience of using ISAMs • Experience working with Canva or other design software
Other	<ul style="list-style-type: none"> • To treat all matters relating to students, staff and parents as confidential • Willingness to be flexible with working hours to respond to the needs of the school including attending weekend Open Days as necessary 	

Key Stakeholders:

Internal – Senior Leadership Team, Administrative Staff

External - Parents, Visitors, Cognita School Support Centre

The Key Accountabilities listed above are not exhaustive and may be varied from time to time as dictated by the changing needs of Cognita. In this case, any significant changes or variations will be consulted with the post holder before undertaking these responsibilities.

To be signed and dated by employee:

Signed:

Name (print):

Date: