



Administrator Job Description

Job Title: ADMINISTRATOR

Establishment:

Responsible to: Principal

Brief description of job:

The Administrator has overall responsibility for the administrative function of the establishment. The role carries with it significant autonomy and therefore, problem-solving and decision-taking are important qualities. Quality assurance is a central part of the job and includes administrative procedures that impact on the establishment as a whole, in addition to ensuring the efficient running of the office. The role requires solid administrative and managerial expertise and there will be a heavy reliance on excellent interpersonal skills.

Key Result Areas:

Managing Service Delivery

- 1 To maintain a thorough knowledge of Hesley Group policies and to audit their implementation throughout the establishment.
- 2 To develop the Administrative service as a whole. This will involve regular monitoring of existing systems, discussions with other staff and the design and implementation of processes to improve the service.
- 3 To ensure that all paper-based and computerised information processes are set up and maintained to provide the most efficient and effective administrative system possible with the resources available. This must include information relating to the referral, administration, progress and transfer of students as well as a system for managing all personnel information and processes which enables the management team and the HR department to meet statutory, management and analytical requirements.
- 4 To prepare draft reports, which may be of a complex or highly confidential nature, for the Principal and to ensure that all reports, correspondence and routine information processed by the Admin office are produced to a high standard within agreed timescales.
- 5 To prepare and implement plans with other managers. This could cover a range of contexts and involve obtaining and analysing information to support the decision making process.
- 6 To ensure that all student referrals are tracked to enable as smooth a process as possible, maintaining up to date records of each referral and the outcome.
- 7 To organise and support meetings and events, which may be on or off site. This involves ensuring that necessary arrangements are made for travel, accommodation, venues, catering, room preparation, , provision of equipment and materials and communication with delegates. In the context of meetings it may also involve chairing or providing agendas and accurate minutes, within required time frames, as necessary.
- 8 To ensure that a programme of student reviews is effectively maintained to meet the requirements of the management team.
- 9 To manage the ISO 9002 quality process and ensure that accreditation is maintained.
- 10 To ensure that Administrative practices conform to the requirements of the Data Protection Act 1998.



Managing People

- 11 To ensure that all students, residents and colleagues have equal opportunities, to acknowledge their individual differences and uphold their rights and responsibilities, including the right not to be discriminated against, as set out in law and by Hesley Group policies.
- 12 To promote effective working relationships across the establishment. This involves ensuring that you work collaboratively with staff from all departments. You must be willing to give and receive constructive feedback aimed at developing both the quality of relationships and team performance.
- 13 To lead the Administrative team effectively. This will involve direct line management of the Senior Secretary whilst ensuring that all other Admin staff participate in supervision and appraisal. There will be an expectation to promote a culture of reflective practice within the team and to develop the knowledge and skills of staff through assessment, feedback, coaching and training.
- 14 To manage internal communication systems in order to provide the most effective processes possible for information to be shared easily and understandably by staff from all departments in all parts of the establishment.
- 15 To ensure that communication with people external to the establishment is carried out effectively and in a professional manner by all Admin staff. This includes monitoring and developing a high quality reception service and promoting positive relationships with people who visit or call on the phone, in order to leave them with the best possible image of the organisation.
- 16 To lead the recruitment and selection process for all staff. This includes liaison with the regional Recruitment Officer and involvement in the selection process in order to maintain a full complement of competent Admin staff.
- 17 To co-ordinate the supervision and appraisal programme. This involves close monitoring of schedules and liaison with line managers to ensure that all staff participate in the process in accordance with Hesley Group policy.
- 18 To ensure that Admin staff absence is managed in line with Hesley Group policy.
- 19 To co-ordinate the implementation of the absence management policy. This includes maintaining a free flow of information to and from the HR Department and monitoring to ensure that return to work interviews and attendance review meetings are carried out reliably.
- 20 To co-ordinate the salary review process for all employees in the establishment, ensuring that all managers are aware of forthcoming reviews and that all reviews are carried out correctly by appropriate managers, according to schedule.

Managing Finance and Resources

- 21 To manage all accounts and accounting procedures.
- 22 To ensure that resources and facilities required in order to deliver the Administrative service are identified, acquired and well-maintained.

General

- 23 To attend for work reliably and punctually.
- 24 To remain vigilant and do everything possible to protect students/residents and others from abuse of a physical, emotional, sexual, neglectful, financial or institutional nature. This includes an absolute requirement to report any incident of this nature you witness, hear about or suspect.



- 25 To continuously develop your own practice, taking responsibility for identifying and addressing own training and development needs.

- 26 In carrying out the tasks in this job description you have a duty (under Health & Safety legislation) to take reasonable care for the health and safety of yourself and that of others. This implies taking positive steps to monitor and maintain a safe and secure working environment. It is expected that whilst maintaining an effective and efficient working environment you comply with safety rules and procedures and to ensure that nothing you do, or fail to do, puts yourself or others at risk. This includes contributing to a safe and secure environment for students.

- 27 To carry out, as and when required, any additional tasks and responsibilities as are reasonably compatible with this job description and it's objectives.

The contribution of this role:

Most departments within the establishment involve an element of administration. By effectively carrying out this role, you will not only be ensuring that efficient systems are in place to meet legal and company requirements but you will also be helping to make other people's lives easier to manage. Additionally, this will positively affect the work carried out at other establishments and Head Office. You will also be helping to provide a positive image to the world outside the Hesley Group, which can do much to enhance the Group's position in the eyes of parents and Local Authorities. This will make an important contribution to achieving the Hesley Group's goals.

Prepared by Human Resources Dept. Date: 6 December 2007
Jobholder Signed Date:
Manager Signed Date: