



## Administrator

### Job Description and Person Specification

<b>Job title:</b>	Administrator
<b>Place of work:</b>	Centre Site
<b>Hours of work:</b>	Full time Monday to Friday 9.00-3.00 on site Term time only +inset days
<b>Salary Fulltime</b>	£25,000- £28,000
<b>Actual Salary</b>	£15000 - £16,800
<b>Reports to:</b>	Head Administrator
<b>Level of screening:</b>	Enhanced DBS

## Who we are

OTF is an award-winning primary, secondary, and post-16 alternative provision for children. We are a farm-based Alternative learning provision catering to pupils with social, emotional, and mental health difficulties. Many of our pupils also have additional special educational needs, such as neurodivergent functioning, attention deficit hyperactivity disorder (ADHD), Anxiety, and Emotionally Based School Avoidance (EBSA).

We provide placements commissioned by maintained, non-maintained, and special educational needs (SEN) schools. As an approved alternative provider for various local authorities, including Oxfordshire, West Berkshire, Buckinghamshire, Surrey, Slough, and Wokingham, we work closely with professionals to support students with Education, Health, and Care Plans (EHCPs).

At OTF, we are a small and nurturing therapeutic provision that focuses on building trusting relationships with young people, enabling them to achieve personal success and tangible outcomes.

## Where do you fit in

- Be an experienced, enthusiastic, and flexible Administrator to join our thriving and vibrant Centre supporting different departments.
- Be an administrator to deliver customer-focused processing activities, maintain referral support, support with data collection and data input and carry out general office administration tasks including H&S and call handling.
- Be an advocate for Hitchcox Group. Although you will not be working with children directly, you would be expected to be able to communicate and mix with the children and their families within the learning environment.
- Be able to manage your workload that may differ daily from answering emails to being the face of the company. Dealing with customers professionally and with enthusiasm.

## **Main Duties & Accountabilities**

- Responding to enquiries, acting as the first point of reference for visitors, parents, referral enquiries, responding to calls and emails.
- Management of the centre's diaries
- Updating of Centre records to include maintaining online records and paper files.
- To work with Head of centre, outreach manager and Activity programme lead to oversee centre admissions and ensure admissions paperwork is completed.
- Ensuring student files remain compliant and chasing up key documents as and when required.
- Support with social media updates
- Maintaining and updating other compliance records
- To maintain the Centre register and keep records of attendance and report sickness to relevant authorities for all our Learners.
- Maintaining the visitor's logbook and ensuring all visitors and contractors can be identified by wearing visitors' badges.
- To comply with Centre policies and procedures regarding safeguarding and child protection
- Some health and safety responsibilities including overseeing maintenance for the Centre.
- Support Head of centre and outreach manager in organising events and taster sessions.
- Any other duties deemed appropriate by the SLA.
- Coordinate appointments and visits

## **PERSON SPECIFICATION**

The ideal candidate will have:

- An understanding of safeguarding, confidentiality, and the need for discretion with the ability to handle data effectively.
- Excellent literacy and numerical skills,
- The ability to work effectively under pressure.
- Impressive time management and prioritisation skills
- Excellent attention to detail and accuracy
- Excellent IT skills with in-depth knowledge in Microsoft packages
- Previous experience is desirable in a similar role.
- Demonstrates strong interpersonal skills with staff, students, carers/parents and professionals.
- Competent in shorthand (desirable)
- Able to maintain a professional and friendly demeanour in a challenging situations.
- Possess excellent organisational skills.
- Demonstrate ability to multi-task effectively.
- Works well with a variety of students, visitors, and parents.
- Demonstrates ability to think creatively.
- Demonstrates strong writing and editing abilities.
- Possesses excellent telephone etiquette.

- Communicates clearly and effectively.
- Demonstrates familiarity with basic office equipment.

## **What does good look like for this role?**

- Due to the nature of the role this requires the person to be onsite during their working hours.
- Support the day-to-day running of the office.
- Maintain effective communication systems with other staff within the Centre.
- Support the Centre's drive for outstanding outcomes and welfare of staff and visitors.

### **Safeguarding**

Hitchcox group is committed to the safeguarding and promotion of the welfare of all children and young people in our care. All staff have a key role and responsibility in this area.

This post is subject to an Enhanced Disclosure check (DBS) under the Rehabilitation of Offenders Act 1974. Further details regarding this check are available from [www.disclosures.co.uk](http://www.disclosures.co.uk).

### **Other Information**

This job description is intended as a guide to the main responsibilities and duties of the post. It is in no way intended to restrict any individual in the performance of other duties within the general nature of the post as required by the company.

This job description will be reviewed at least once per year and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the establishment in relation to the post holder's professional responsibilities, duties and grading.

Centre Administration: Person Specification			
COMPETENCY	ESSENTIAL	DESIRABLE	ASSESSMENT CRITERIA
<b>QUALIFICATIONS</b>	A relevant professional qualification (NVQ level 2 administration or other relevant qualification)		AF/C
	GCSE/ GCE / Level 2 English and Maths or Equivalent		AF/C
<b>KNOWLEDGE</b>	Knowledge of the statutory requirements of equal opportunities, discrimination, health, and safety, safeguarding of children.	Some understanding of SEN	AF/I
			AF/I
<b>EXPERIENCE</b>	Understanding of alternative education Experience in working around children with EAL, SEN, Experience of managing own diary Experience of Microsoft programmes		AF/R
<b>SKILLS &amp; ABILITIES</b>	Ability to work independently, supported by the centre.		AF/I
	Willingness to respond flexibly to the needs of a small team.		
	Ability to work with, different teams, understand their needs and demonstrate effective management.		AF/I
	strategies as and when required.		AF/I
	Supporting administrative paperwork		
	Ability to establish and maintain good relationships with all		AF/I

<b>OTHER</b>	Share Hitchcox values. Awareness of and commitment to Equality & Diversity Desire to develop and undertake training as required.		

### Key

Assessment Criteria	
AF	Application Form
C	Certificates
D	Disclosure
I	Interview
R	References

### Acknowledgements

Employee Signature.....

(Print Name)..... Date .....

Manager Signature.....

(Print Name) ..... Date .....