

Job Description

Job title	School Admissions Officer (PA016)
Directorate	PEOPLE : Children and Adults
Division	Education & SEND
Range	MPR 3
Reports to	School Admissions Manager

Main purpose of the job:

To administer the processes for admissions to mainstream schools (both main round and in-year).

To assist in the process for the planning and delivery of the Medway Test, preparation of appeal paperwork and preparation of fair access panel paperwork.

To provide a support to the Admissions Manager.

Liaise with stakeholders in a way that promotes the [vision and values](#) of the Council.

Accountabilities and outcomes:

Resolve queries related to the role.

Provide clear information for action for any cases which, in turn, need to be escalated to the Admissions Manager. This includes providing relevant information to support the Admissions Manager in responding to corporate complaints and Councillor/MP enquiries.

Monitor performance against key performance indicators for relevant services and contribute to monitoring reports.

Contribute to the development of information, literature and online resources relating to services provided by the team and arrange for distribution within agreed timescales.

Contribute to the development of robust and effective planning systems to ensure effective and timely service delivery.

Deal efficiently and courteously with queries and complaints within agreed timescales.

Be an active member of the School Services team, assisting with all aspects and play an active part in developing and delivering the service plan as well as department policies, procedures and systems.

Be proactive in ensuring all work is quality assured.

Support the work of other administrative staff during periods of absence or high volumes of work to maintain the efficient provision of administrative services.

Use systems effectively and efficiently (including online systems) ensuring relevant data is entered accurately, is up to date and reports and statistics are available as necessary, including for statutory returns.

Be proactive in development of digitally focused processes and systems to improve efficiency and workflows of the team.

Act in accordance with the equal opportunities policy and undertake the duties as required by corporate and directorate action plans.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Organisation:

This role reports to the School Admissions Manager.

The post holder will not have line management responsibility.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

The post holder will be based at Gun Wharf, although they may be expected to work at any location across Medway; some home working may be possible

Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- 5 GCSE (or equivalent) including Maths and English, A-C/4-9

Level B (in addition)

Level C (in addition)

- NVQ level 3 in business administration or equivalent
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Knowledge

Level A

- Basic knowledge of School Admissions processes
- Good knowledge in Microsoft Office including Word, Excel, Outlook, and PowerPoint
- Knowledge of GDPR and its importance when handling data and information sharing

Level B (in addition)

- Good knowledge of national and local policy and legislation on School Admissions processes

Level C (in addition)

- Developed knowledge of School Admissions and Medway Test Policies and Processes.
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Experience

Level A

- Demonstrable experience of providing a comprehensive administrative support service, across a range of teams and/or individuals.
- Experience of mail merging large quantities using complexed data
- Experience of updating records accurately using systems and databases.
- Experience of producing minutes of meetings and managing administration tasks.

Level B (in addition)

- Experience of working within a School Admissions, school office or examinations administration role
- Experience of planning and delivering the Medway Test
- Experience of using Access Synergy
- Experience of working independently to meet team delivery outcomes.

Level C (in addition)

- Experience of implementing upgrades to Access Synergy and contributing to the improvement and development of Synergy
- Experience of presenting school admissions appeals.
- Experience of representing the local authority at Fair Access Panel

Skills

Level A

- Ability to identify and solve a range of problems.
- Proficient in the use of Microsoft Word, Excel, Outlook, and PowerPoint
- Good communication skills with the ability to use the most appropriate style and method of communication with people at different levels both internally and externally.
- Good time management skills, planning own workload and working independently to meet deadlines.
- Ability to accurately minute meetings
- Full driving licence valid for use in the UK and access to own transport for work purposes

Level B (in addition)

- Ability to solve problems and develop plans for the future.
- Able to work flexibly adapting to new ways of working.
- Able to deal with high levels of work-related pressure.
- Ability to work remotely and independently, ensuring that time management and tasks are completed within agreed limits.
- Excellent interpersonal and networking skills, with the ability to create and sustain partnerships.
- Excellent customer care skills, with experience of adapting services.
- Able to provide general information, advice and guidance on internal procedures relating to admissions.
- Good data management skills

Level C (in addition)

- Extensive data management skills
- Ability to prepare and send communications on a large scale, such as emails to over 100 recipients.
- Problem solving skills with minimal need for additional support.
- Able to take a proactive approach towards supporting other teams to achieve service outcomes.
- Able to deal with considerable levels of work-related pressure.
- Able to identify and act on own development needs.