



**Framwellgate School Durham**

**Student Support Officer /  
Administration Assistant**

**Candidate Information Pack**

**Salary scale Grade FSD4 (SCP 5-6) £18,795-  
£19,171 (F.T.E. pro rata to hours and weeks  
worked (£16,985 - £17,325))**

**(37 hours per week, term time only + 2 weeks, permanent)**

**Start Date – as soon as possible**

We wish to appoint an inspirational and highly motivated Student Support Officer/Administration Assistant to make a real impact in this rapidly improving school. A new Headteacher took up post on 1st September 2017, and a new senior leadership team was appointed in January 2018. Since then, the school's performance has improved significantly, reflected in a positive Ofsted inspection in May 2018, where our leadership & management, 6th form, and students' personal development, behaviour and welfare, were all graded "Good". With solid foundations now in place, the opportunity to play a significant role in leading the school to 'Outstanding' is both exciting and realistic.

The successful candidate will possess energy, vision and enthusiasm, and believe that every young person deserves the very best education. A commitment to providing the best possible support, and a willingness to learn, train and develop as an Administration Support Officer are all essential. We can offer you an environment where student behaviour is excellent, prior attainment levels are amongst the highest in the North-East and our students and staff are a pleasure to work with. With over 20 new teachers, including 11 NQTs and a number of support staff appointed over the last two years, we have quickly become a vibrant and exciting school in which to develop your career.

Framwellgate School Durham is a rapidly growing 11-18 non-selective secondary school within a Multi Academy Trust. The school roll is set to have increased by 20% in two years and we have more than 1200 students on roll.

This is an outstanding opportunity for a talented individual to join our dynamic and forward thinking team. We are looking for someone who is driven, committed and skilled in a range of administrative tasks who can work alongside colleagues to support the administrative functions across school, coordinate lettings at the Sjøvoll Centre, and support students throughout the day with general enquiries across a busy student reception. Duties will include:

- Manning a busy student reception to support students across a range of general enquiries and needs
- Supporting the lettings function of the School's Sjøvoll Centre as and when required
- Undertaking a full range of administrative and clerical tasks
- Working as part of a wider administrative and support team
- Supporting teachers and colleagues in preparation of documents
- Maintaining and updating student records
- Supporting the data manager in the input and reporting of data
- Liaising with students, parents, colleagues and outside agencies on a daily basis
- Supporting in the operation of a busy telephone switchboard
- Coordinating other whole school functions

The appointee will work as part of the whole school support team.

### **About the school**

Framwellgate School Durham (FSD) is an 11-18 school which was granted academy status in 2011. Within the next three years, we envisage a roll of 1400 including 230+ in the sixth form. The school serves the population to the north of Durham city, primarily from the Newton Hall estate, but we attract students from a wide surrounding area and over 20 feeder primary schools. We are a high achieving 11-18 academy with a strong track record in both provision and outcomes. We are fully committed to the students in our care, and work to ensure that both the pastoral provision and quality of teaching is the very best.



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SCHOOL DURHAM**

## Aims and ethos

Framwellgate School Durham is a community that values learning and celebrates achievement. We are an inclusive comprehensive school with high expectations of both our staff and students alike. In the Spring of 2018 we consulted students, staff and parents, and re-evaluated our ethos; the result of this exercise was a new ethos statement which emphasises compassion and kindness and places the well-being and happiness of our students alongside academic achievement. Our new school uniform was introduced in September 2018 and is being phased in over the next two years.

## Job Description: Administration Support Officer

Job Title	Student Support Officer/Administration Assistant
Grade	FSD4 (SCP 5-6)
Salary	£18,795 - £19,171 (FTE, pro rata to hours and weeks worked: £16,985 to £17,325)
Hours of Duty	37 hours per week, term time only plus 2 weeks, permanent
Postholder	Vacancy
Responsible to:	Business Director
Principal function	To provide a support service to facilitate the day to day running of the school, to co-ordinate a Student Support Reception, to provide data/administrative support for student focused activities, and to support the lettings function of the Sjøvoll Conference Centre. Duties will be allocated as part of a wider team function.
Main areas of responsibility	<p><b>Whole School Support</b></p> <ul style="list-style-type: none"> <li>• To provide administrative and clerical support to the Senior Team</li> <li>• To accept delivery of supplies and re-distribute to appropriate departments.</li> <li>• To manage the school visitor access intercom, and support safe visitor management procedures</li> <li>• To operate a busy telephone switchboard</li> <li>• To undertake general clerical duties including photocopying, word processing, filing and the sorting, distribution and despatch of school post.</li> <li>• To input and maintain all paper and computer based pupil records</li> <li>• To provide reception duties as and when required at various locations on the school site, including if required during school holiday periods.</li> <li>• Filing and disposal of documentation, including confidential items</li> <li>• To maintain confidentiality in all matters.</li> </ul> <p><b>Student Reception Support</b></p> <ul style="list-style-type: none"> <li>• To provide help and support to students at Student Reception throughout the day</li> <li>• To maintain high standards of reception and telephone skills when communicating with outside agencies, parents, governors, staff and pupils.</li> <li>• To support any pupils reported ill and to ensure their care is organised appropriately.</li> <li>• To manage the administering of medication to pupils.</li> </ul>



	<ul style="list-style-type: none"> <li>• To collect money from pupils in relation to school visits etc. and to arrange the banking of monies received.</li> <li>• To utilise the SIMS system to provide timetables to staff and pupils.</li> </ul> <p><b>Lettings coordination</b></p> <ul style="list-style-type: none"> <li>• To coordinate, book, and support the running of lettings of the Sjøvoll Conference Centre</li> <li>• To prepare standard Licence/Transfer of Control agreements from school template documents</li> <li>• To facilitate events at the Sjøvoll Centre, including coordination of hospitality, preparing rooms, clearing up at the end of the event, and coordinating opening/closing of the centre in liaison with the site and cleaning teams.</li> </ul> <p><b>Other Specific Duties:</b> To be a full and active member of the whole school support team, and assisting and covering for colleagues across the school whenever required.</p>
General Responsibilities	<ul style="list-style-type: none"> <li>• All staff are expected to safeguard and promote the welfare of all students with whom they come into contact, and must adhere to the school’s Child Protection and Safeguarding Policy.</li> <li>• All staff are expected to carry out their duties with full regard to the school’s Behaviour Management and Exclusions Policy, Anti-Bullying Policy, Equality, Diversity &amp; Community Cohesion Policy, Single Equality Scheme and Medical Needs Policy.</li> <li>• All staff must follow the school’s Health and Safety Policy.</li> <li>• All staff must comply with all school policies, including the No Smoking Policy.</li> </ul>
Additional Information	<ol style="list-style-type: none"> <li>1. This job description allocates duties and responsibilities but does not direct the amount of time to be spent carrying each of them out.</li> <li>2. The duties outlined above cannot totally encompass or define all tasks which may be required of the post holder.</li> <li>3. The post will be reviewed at least once every two years and it may be subject to modification or amendment at any time, after consultation with the post holder.</li> </ol>
<p>The above responsibilities are subject to the general duties and responsibilities contained in the relevant Conditions of Service.</p> <p>Other duties may be allocated from time to time, commensurate with the grade of the post.</p>	



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**Person Specification: Student Support Officer/Administration Assistant**

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Five GCSEs at C plus (or equivalent) including English and maths</li> <li>• Recent and relevant experience of working in an administrative role</li> <li>• Recent and relevant experience of working as part of a wider administrative team</li> <li>• Recent and relevant experience of manning a busy reception area</li> </ul>	<ul style="list-style-type: none"> <li>• Appropriate NVQ 3-4 (or equivalent) based on administrative / customer care duties</li> <li>• Recent and live food handling qualification</li> <li>• Recent experience of working in a school environment</li> <li>• Recent experience of working in a hospitality/events environment</li> </ul>
<b>Knowledge &amp; Skills</b>	<ul style="list-style-type: none"> <li>• Ability to relate well with children and adults and form effective working relationships</li> <li>• Sensitive to the needs of children and parents</li> <li>• Ability to use a range of skills to support vulnerable students</li> <li>• Excellent organisational skills</li> <li>• Ability to prioritise work to meet deadlines</li> <li>• Excellent communication skills, both oral and written</li> <li>• Ability to use ICT effectively, including the range of MS Office products</li> <li>• Ability to input and produce reports on student achievement data</li> <li>• Ability to work effectively as part of a team</li> <li>• Ability to work with minimal supervision</li> <li>• Ability to manage time effectively</li> </ul>	<ul style="list-style-type: none"> <li>• Proven experience of using own initiative to create or improve administrative systems or procedures</li> <li>• Proven experience of supporting students</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Caring disposition</li> <li>• Commitment to developing professionally</li> <li>• Patience and understanding</li> <li>• Empathy towards vulnerable students</li> <li>• Flexible approach</li> </ul>	

Framwellgate School Durham is committed to the safeguarding of children and young people. An enhanced disclosure from the DBS with barred list check will be required for this post, together with completion of a pre-employment health questionnaire.

### **The Application Process**

Please complete the Application Form available from [www.jobsinschoolsnortheast.com](http://www.jobsinschoolsnortheast.com) or [www.framdurham.com](http://www.framdurham.com)

#### **Guidance on completing the application form:**

Candidates are requested to complete the application form in full. Section B Personal Statement requires you to set out thorough evidence of how you meet the criteria included in the Person Specification. This will be used in the shortlisting process. This section should be no more than 1,000 words. Your completed application form should be emailed 'in confidence' to [Thompson.f@framdurham.com](mailto:Thompson.f@framdurham.com) by **Monday 16<sup>th</sup> December 2019 – 8.30a.m.** All applications will be acknowledged by email. Please DO NOT upload your application form to any of the websites on which this post is advertised. Please note that we do not accept CVs.

**Shortlisting will take place on soon afterwards and shortlisted candidates will be contacted in due course. Please note that we only contact shortlisted candidates.**

**Interviews are scheduled to take place in the week beginning Monday 6<sup>th</sup> January 2020.**