

Appointment Information

Administration Officer Level 3





Dear prospective applicant,

Thank you for expressing an interest in this key vacancy at our college.

Over the last six years we have been on a journey to try and make this school not only one of the best schools for children to attend but also one of the best schools to work in as a member of staff. That is extremely rare and we urge you to come and see us in action, speak to the staff and speak to the students. We carefully consider every decision made with well-being at the centre to enable teachers to teach and students to learn.

We are seeking to appoint an Administrator to support the Main Office and Reception but who will also form part of the wider school administration team who strive to be flexible and responsive. This is an important appointment for us as a college as we encourage support staff to work efficiently and effectively alongside teaching staff to enable students to become the best they can be. The successful applicant must be passionate about working within an educational establishment and in supporting a college community.

The following podcast with the Youth Sport Trust gives you a glimpse of our approach at CHCC
<https://www.buzzsprout.com/273805/9656144>

There is always a tension between well-being and accountability but I do believe that we are getting closer to finding the sweet spot between the two. Although it is not the end of our journey, we have been recognised for the work we do in this area; we won the TES Award for 'Staff well-being school of the year' and we were also shortlisted for the prestigious Pearsons Award for secondary school of the year 2023. I was also fortunate enough to win gold! These are indeed exciting times to join us and make a difference to the lives of others.

We have a very different approach and we are trying to create a very different culture at CHCC, a culture whereby those in leadership do not hold authority and deserve to be followed; leaders at CHCC have to earn the right to lead and we welcome and appreciate challenge if we do not live up to the standards that are expected of us.

The THIRST values permeate all that we do and are a framework that staff can hold leaders to account for the way that they lead. We have high expectations but we will provide the support, training and resources for you to deliver the best possible education for our students.

We are very clear that the gender, background, colour, poverty, wealth or social status of a child should have no bearing on how well they perform and staff here work extremely hard in trying to close that gap between the different groups of pupils.

We have removed lesson observations from the appraisal process and linked it to professional development. Currently staff are entitled to 'visits' and entitled to a professional dialogue to improve their practice. That is a risk we have taken but it is aimed at creating a learning community where teachers can teach and learners can learn, without fear.

As a result, we have improved our headline figures year on year and initial analysis places us in the top 20% of schools nationally for progress, although we know that we can still do better.

*All appointments will be subject to references and pre-employment checks.

Our behaviour policy is clear and simple, "First Time Every Time," no quibbles, no arguments just do as we expect. Teachers no longer have to do detentions, chase up absence, attendance or punctuality. These are all done centrally with a highly skilled team that has taken the workload away from teachers.

Please read the attached job description and person specification. If you are interested in applying, please fill in the application form available on our eteach portal, <https://www.eteach.com/jobs/crown-hills-community-college-jobs-9453/?oo=ag> please include e-mail addresses of all referees, together with a letter of application (no more than 2 sides of A4, font 12) outlining your skills, qualifications and experience relevant to this post by 9am on Monday 1st December 2025. Please include your cover letter in the supporting statement section.

Closing Date- 9am Monday 1st December

I look forward very much to receiving your application in due course.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'F Adam', with a horizontal line underneath.

Mr F Adam

JOB DESCRIPTION

Job Title: Administration Officer Level 3	11-16	Maintained
College: Crown Hills Community College	Grade:	Grade 3 (Point 5)
Reports to: Office Manager	Salary: £24,049.24 - (£25,989.00 full time equivalent)	
Term: Permanent		
Additional: Term time plus four weeks during the holidays (37 hours per week 42 weeks per year) and 3 Teacher Days Hours: 8.30am-4.24pm (30 minute unpaid lunch)		

Job Purpose Summary:

- To ensure that allocated administrative, finance and clerical records and systems are maintained accurately and kept up to date.
- To ensure that callers and visitors to the school are dealt with in a friendly and courteous manner and that they or their queries are directed to the appropriate member of staff.
- To ensure accuracy and confidentiality in dealing with requests and maintaining records.
- To ensure that all allocated regular or scheduled administrative tasks and record updates are performed on time.
- To ensure that all forms received are complete, accurate and processed correctly.
- To ensure that the school's standards of customer care are achieved.
- To comply with the appropriate Government, Local Authority (LA) and the Schools policies, procedures and systems.
- To follow the requisite procedures and legislation regarding confidential information, e.g. the Data Protection Act.
- To be proactive in the implementation of the School's and LA's Equal Opportunities policy, Health & Safety regulations and Environment Protection policies.

Summary of Tasks:

- Manages allocated human, financial and material resources where applicable.
- Provides 1st level advice and reception service, both face to face and on the telephone, to parents, carers and other callers to the school
- Updates and maintains the relevant filing, clerical or computerised record systems, databases, spread- sheets etc and assists with the inventory management and stock ordering.
- Provides general administrative and clerical support to other staff in the school including taking minutes and distributing notes for professional meetings in the school.
- To ensure that all forms received are complete, accurate and processed correctly.
- Assists in organising events, exams, etc and in accompanying groups of pupils/teachers.
- Keeps up to date with the relevant guides, procedures, forms, etc. used in the school.
- Acts as First Aider, maintains medical inventory, records, liaises with medical staff/authorities.

PERSON SPECIFICATION

No.	CATEGORIES	Essential/ Desirable	Assessed by:	
			Application Form	Interview / Task
1	A level of numeracy and literacy sufficient to carry out the duties of the post.	E	✓	
2	Experience of dealing with the public both face to face and on the telephone.	E	✓	✓
3	Must be able to recognise discrimination in its many forms and willing to put the Council's Equality Policies into practice.	E	✓	
4	Must be sensitive to the requirments of disadvantaged groups and children with special educational needs.	E	✓	
5	Excellent interpersonal skills and telephone manner.	E	✓	✓
6	Able to organise own work with others to meet deadlines.	E	✓	
7	Must be prepared to work occasionally out of school hours, INSET days and some pre arranged days in the school holidays to support the service.	E	✓	
8	Able and willing to attend/achieve further training/qualifications where appropriate, e.g first aid, IT etc.	E	✓	
9	Must satisfy pre-employment checks.	E	✓	
10	This post will involve contact with vulnerable groups (chil- dren, young people and/or adults) and is therefore exempt from the Rehabilitation of Offenders Act 1974 and subject to an Enhanced Criminal Records Bureau (CRB) Disclosurecheck. This exemption means that applicants for this post are required to declare all criminal convictions, cautions, repri- mand.	E	✓	