

Job Description

Administration Team Leader

Role Summary

To lead a comprehensive and confidential administrative and business support service to the School and Children's Homes. The post holder will also provide administrative support as required to members of the Senior Leadership Team (SLT) i.e. the Head of Operations, Head of Education, Business Manager, and Head of Residential Children's Services.

The Administration Team Leader will be a key contributor to our culture of respect, optimism, celebration and mutual support. The post holder is expected to promote the vision and values of the School and Children's Homes with all stakeholders including parents, visitors and the local and wider community.

You will be accountable to the Business Manager.

Our job descriptions are written with the following four key points about MacIntyre in mind:

1. Our Vision

For all people with a learning disability to live a life that makes sense to them.

2. Our Mission

We will support a sense of wellbeing through a celebration of each person's unique gifts, talents and contributions, the quality of our relationships and ensuring the promotion of real opportunities to connect with others.

3. Our purpose

To achieve excellence in everything we do.

MacIntyre's "*primary purpose*" is to make a positive contribution to the lives of children and adults with disabilities. We make this contribution by ensuring that all our interactions are great, that our knowledge and skills represent excellence and that we support people to develop purposeful and warm relationships. Our "*secondary purpose*" is to have a positive influence in our local communities and on our sector by connecting well, nurturing partnerships and demonstrating best practice.

4. Our DNA

MacIntyre has a particular way of working with people and because it is so important to all our activities, we call it our DNA. It is a combination of our values and the way that we put those values into actions that is unique to MacIntyre. Through our Promises and Value Base, the promotion of Great Interactions™ and Person Centred Approaches, we aim to support every person to live a life that makes sense to them, with a level and style of support of their choosing.

Responsibilities

You will be required to carry out a range of duties within your role. The key responsibilities are detailed below, but there will be other duties consistent with the role that you may be requested to undertake by your line manager.

The People We Support

1. To ensure that people we support are treated with respect, dignity and equality
2. To safeguard and promote the welfare of the people we support.
3. To maintain the confidentiality of information.

4. To adhere to MacIntyre's safeguarding policies and procedures.

Our Staff

1. To plan and provide an effective induction for new administrators in your team, ensuring they complete a personal development plan that supports their continuing professional development.
2. To coach, train and mentor administrative staff, enabling them to provide an excellent service.
3. To manage your team members performance against targets, ensuring they have regular support and supervision meetings and an annual appraisal.

Quality

4. To ensure you and your team are providing an excellent standard of practice, and meeting agreed key performance indicators within your area of responsibility.
5. To maintain accurate and confidential staff records including personnel files and training records, as required and within the requirements of current data protection legislation.
6. To provide an effective and efficient administrative support function to the SLT, the School and Children's homes, taking initiative where appropriate to resolve administrative matters.
7. Provide administrative and diary support to the members of the Senior Leadership Team (SLT), liaising with relevant parties to organise meetings, appointments and schedules effectively.
8. Undertake research and data collation as required, liaising with colleagues and external stakeholders and agencies.
9. Provide full administrative support in relation to the management and production of correspondence, records, paperwork using electronic and manual filing systems.
10. To produce and distribute agendas, notes and minutes of meetings as necessary.
11. Maximise the use of ICT to enhance the quality and efficiency of support and service.
12. Liaise with the DFE/EFA/Ofsted and other external agencies over School-wide matters as required.
13. Liaise with the Local Advisory Board in relation to school governance as required.
14. Under the supervision of the Business Manager, take responsibility for the Single Central Register ensuring that it is updated when necessary.
15. Assist members of the SLT with HR matters requiring formal procedures to include staff absence management and record keeping as appropriate.
16. Support members of the SLT in dealing with confidential staff issues including the convening, attending and minute taking of meetings as required.
17. Support the management and staging of School-wide events.
18. Ensure meetings are organised efficiently in appropriate venues with hospitality, ICT facilities as required.
19. Act as a Fire Marshall for the School and coordinate Health and Safety audits of the administration areas
20. Oversee IT support across site working with MacIntyre Central IT support team

Sustainability

21. To promote the health and safety of our staff and people we support through implementation of MacIntyre's relevant corporate policies and statutory requirements.
22. To work with the management team to maintain accurate financial records and prepare spreadsheets for annual budget planning and monitoring as required.
23. To oversee the processes for petty cash authorisation, invoice authorisation and monthly expense accounting.
24. To organise, lead and manage local events for MacIntyre when asked to by your line manager to support the School's plan.
25. To input data and complete service returns in a timely manner
26. To provide management information reports as requested.

Leadership in Macintyre requires you to:

27. Be person centred in your approach
28. Be visible, accessible, approachable and to “roll your sleeves up” when needed
29. To behave in a way that demonstrates you take ownership and responsibility

General Accountabilities

30. Comply with the School's Health and Safety policies and undertake risk assessments as appropriate
31. To be responsible for your own personal and professional development and undertaking learning and development activities to include attending service specific training as required.
32. To safeguard and promote the welfare of all children and young people in the school by being familiar with and aware of the School's Safeguarding and protection issues, procedures and guidelines and to adhere to them at all times.
33. To bring to the attention of a senior colleague any matter of concern over the wellbeing, safety or safeguarding of a person we support.
34. To be aware of your responsibilities in accordance with the General Data Protection Regulations (GDPR) and be familiar with the content of the MacIntyre Data Protection Policy, Acceptable use of ICT Policy, Password Policy and any other associated policies and procedures.
35. To undertake any other reasonable tasks as are required at the discretion of the SLT

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Person Specification

	ESSENTIAL	DESIRABLE
Education, knowledge and experience	<ul style="list-style-type: none"> • Good standard of education • NVQ Level 4 in Business Administration, or a minimum of two years' experience in a similar setting. • Demonstrative written and verbal communication skills. • Minimum of two years' experience of managing and developing staff teams. • Demonstrative skills in Outlook, Microsoft Office, database programmes • Good organisational skills and ability to set priorities. • Ability to manage change effectively. 	<ul style="list-style-type: none"> • Knowledge of Ofsted standards. • Experience of working in an office environment Knowledge/experience of working in a school environment
Personal Attributes	<p><i>The Candidate must be able to demonstrate:</i></p> <ul style="list-style-type: none"> • A belief that people with learning disabilities have the right to participate in making decisions about the services they receive and to access learning opportunities and wider experiences. • A commitment to supporting high service delivery. • A commitment to the implementation of MacIntyre Equal Opportunities Policy. • Ability to keep calm under pressure and in all situations. • Excellent communication skills at all levels, including good telephone manner and ability to converse with stakeholders and other outside professionals. • Ability to maintain a flexible approach. 	
Providing Leadership	<ul style="list-style-type: none"> • Is able to inspire and lead others to achieve success • Is able to understand school development planning and strategy and translate this into practice at a team level • Influences and inspires team members and gains respect by creating a clear vision and demonstrating a passion to support young people • Is willing to listen to others, share knowledge and encourage creativity within team members • Encourages an environment of continuous learning and self-reflection • Openly reflects on own working practice with a willingness to take feedback from others • Is accountable and responsible for decisions made, actions taken and the standard of work completed by them and their team. 	

<p>Improving Service Quality and Compliance</p>	<ul style="list-style-type: none"> • Is evaluative and able to set and achieve high standards for themselves and others: • Able to deliver a high quality of service for the benefit of young people, by understanding the needs of individuals • Able to developing a clear overall improvement plan for their area of work. • Contributes and ensures that their team contribute to the school improvement plan • Ensures that MacIntyre strategies and philosophy is embedded in team culture and that regulatory and compliance targets are met.
<p>Managing External Stakeholders</p>	<ul style="list-style-type: none"> • Able to develop and manage external stakeholder relationships, promoting MacIntyre values positively. • Uses an appropriate customer focussed approach and communication. • Collaborates and networks with others within and beyond the School • Builds and maintain effective relationships with parents, carers, partners and the community, establishing a strong network of contacts that enhance the outcomes for all students and staff
<p>Results & Quality Focus</p>	<ul style="list-style-type: none"> • Able to provide clear direction for direct reports and staff teams, linked explicitly to business objectives and the needs of the children and young people we support. • Provides effective performance management using a range of leadership techniques and management tools. • Encourages and supports personal development within all direct reports.
<p>Managing Teams Effectively</p>	<ul style="list-style-type: none"> • Is able to get the best out of others and can influence and guide their team to achieve high performance: • Proactively deals with staffing issues quickly • Adapts management style to suit individual team members and get the best from them. • Believes in and demonstrates the ability to mentor and positively supervise staff. • Allows staff appropriate level of flexibility and creativity in workplace, sets clear directions and goals for team • Delegates responsibility to team members appropriately.
<p>Maintaining Commercial Disciplines</p>	<ul style="list-style-type: none"> • Manages successfully the delivery of a business area: • Is accountable for the operational and financial performance of area. • Is able to manage and deploy allocated resources appropriately. • Is able to identify commercial threats and risk and develop plans to meet these.
<p>Personal Development</p>	<ul style="list-style-type: none"> • Is committed to achieving high standards for their own self-development: • Is able to reflect on self-development needs from a business and personal perspective and address them. • Meets agreed development action plans as agreed with line manager. • Achieves positive feedback from own staff team, peers, senior colleagues and external stakeholders.