

CANDIDATE INFORMATION PACK:
Student Services & Administration Assistant Grade 5
 Term Time plus 2 weeks
 Full / Part time
 (Min 30 hrs - Max 37)
 Closing date: Friday 17th October 2025
 Interview date: TBC
 Start Date: ASAP



Contents

1. Letter from Headteacher	1
2. School Information	3
3. Department Information	4
4. Post Specification	5
5. Person Specification Reception and Administration	7
6. Other Information	9

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1. Letter from Headteacher

Dear Potential Colleague,

Thank you for your interest in the role of Student Services & Administration Assistant at our school.

Full details of the post and information about the school are included in this pack – The post is offered term time only plus two weeks -with 5 days being the school's INSET days, and the other five days being the week before school starts in September (last week of summer holidays).

I have been a part of the Alder Grange family since 1998, and I was appointed as Headteacher in September 2019. I feel passionately about the school, and genuinely love my job. This is because of the school ethos. Alder Grange is a really special place, there are strong, positive relationships throughout the school, and we have a genuine family feel. We have a phrase, 'once an Alder Granger, always an Alder Granger,' which reflects the way everyone feels about the school. Staff retention is high, many staff stay for their entire careers and many families have long standing relationships with the school. I am now in the position where I have taught many of our current parents!

The school focuses on the following key areas:

- Wellbeing – both staff and pupil wellbeing are key priorities in school. We promote mental health awareness, anti-bullying campaigns, emotional health and wellbeing and make use of assemblies, PSE lessons, form time and drop down days to promote these. The school has a 'well-being hub' run by pupils and a culture of talking about wellbeing. This is mirrored with staff, a recent survey conducted on our behalf by Education Support Partnership was overwhelmingly positive, staff feel happy and supported at work. This is something we work hard on; there is a wellbeing group, sessions on INSET days, and an emphasis on reducing workload wherever possible.
- Behaviour – we are proud of the behaviour of our pupils, and base all our routines upon the 3Rs – Ready, Responsible & Respectful. We work closely with pupils and parents to address behaviour issues: We recognise there are many causes of poor behaviour and we have developed a range of interventions to help pupils to improve their behaviour.
- Curriculum – a broad and balanced curriculum is at the heart of the school, and we have made developing language and reading a priority in all departments. We have a linguistics lesson for all pupils in Y7, 8 and 9, alongside full school 'reading for all' strategies. In KS4 and 5 there is a large offer of courses and we encourage pupils to select courses they enjoy and feel passionate about studying. There are strong links to careers, and supporting pupils moving on to their next steps is a priority. We also have 'alternative curriculum' arrangements for small groups and individuals who need an adapted offer.

Our office team, covering administration and student services, is at the centre of the school. It is fast paced and varied, with no 2 days being the same. You will be heavily involved in all aspects of school life, from supporting pupils and parents, to undertaking key administration tasks.

If, once you have read more about the school, you are interested in joining our 'family'; we would love to hear from you. The closing date for applications is 12 noon Friday 17th October 2025.

Yours,



Jo Griffiths
Headteacher

2. School Information

As a school designated “Good” in all areas by Ofsted in January 2022 we are rightly proud of our school ethos and values. Every experience we offer our students must reflect these values, and all members of our team have a role to play.

Alder Grange continues to be a Local Authority maintained school, and as such all staff are employed by the Local Authority and we follow the Local Authority HR policies and pay and conditions policies.

The school has approximately 60 teaching staff and 40 non-teaching staff (including Teaching Assistants, Mentors, IT & Administration, Site Supervisors, and Catering & Welfare teams)

The IT & Administration Teams are managed by Paul Seery, Assistant School Business Manager, and covers all administration and IT across the main school and the 6th Form.

Our commitment to all colleagues’ professional development is an important part of our school culture. The school has strong safeguarding procedures and these are used in making all appointments. Alder Grange also has strong Equal Opportunities and Staff Attendance Policies.

The entire school site is designated as a no smoking area. All appointees are required to respect this.

3. Department Information

The Student Services & Administration Team forms the heart of the school. It is incredibly busy, with staff, parents, visitors, and most importantly pupils coming to us as “the first port of call” for all administration and support requests in both the main school and sixth form.

We aim to support the teaching staff as much as possible by providing an effective administration and reprographics service to them, whilst supporting our pupils and students during their time in school.

There are currently 4 members of the team - or aim is to ensure all staff are multi-skilled across all areas of school administration and student services.

It should be noted that the successful candidate will always need to work in the final week of the Summer holidays, and these days cannot be taken as annual leave.

The team deals with a wide variety of tasks: quick queries, timetables requests, organising school trips, First Aid, photocopying, and filing. We are also responsible for all communications – letters home, updating websites, and social media. The list really is endless and varied, with no two days being the same. Team members are expected to be multi-skilled and be able to react and prioritise to all Student Services and Administration tasks.

Successful candidates will undertake a varied workload including reception duties, student services administration, updating and maintaining school policies, managing school trips, and undertaking PA tasks for the Head Teacher and Deputies.

On occasion you may be required to work evenings (Parents Evenings etc), for which you will be compensated either via overtime or time back in lieu.

This team works closely alongside the other admin teams within school: The Exams & Attendance Team, and the Finance & HR Team. There may be times when you are required to help out in these teams too.

As you can imagine we are an extremely busy team. Whenever anything new needs doing, we are at the heart of it – You’ll need to be service focused, have a calm and confident manner, a desire to support our pupils, and an ability to work alone and as part of a team.

4. Post Specification

Salary Scale: **School Business Support Officer 3; Grade 5**
Salary Scale £25,989 - £28,142 (This is full time equivalent the actual salary will depend on hours and weeks worked)

Terms and Conditions: **Permanent, Term time plus 10 days***
Full / Part time
(Min 30 hrs - Max 37)

Responsible to:

The post holder is line managed by the Office Manager

Purpose of the Post:

A Business Support Officer is required to join our busy office providing front line customer service and administrative support. The successful candidate will be working with a team of administrators and supporting the school to provide routine clerical/administrative/word processing/financial support to the school. We cover the main school reception, telephone lines and student services – including First Aid and Medication Support

Responsibilities of the Post:

Administrative:

- provide general clerical and administrative support to the headteacher and deputies – which could include filing, minute taking, archive and destruction of records, typing up meeting outputs, writing letters and emails to parents
- completing teacher administration requests as per guidelines, including but not limited to: trip administration, pupil register updates, photocopying and filing; contacting 3rd parties and external agencies
- updating and maintaining school policies and process documents – ensuring these are reviewed and approved within timescales
- maintaining displays around school

Student Services:

- being the initial point of contact for all student support
- acting as initial First Aider for pupils and staff
- supervision of sick or injured students and contacting parents/carers of sick or injured pupils
- administration of all medicines in accordance with the school policy on 'Supporting Pupils with Medical Needs'
- to receive, seek to return and dispose of all lost property
- work with the pastoral, catering, and welfare teams at lunchtimes as directed to ensure key pupil points are supervised

Telephone, E-mail and Reception:

- ensuring all safeguarding and data protection policies and processes are followed whilst on reception duties
- when on reception cover, answer telephone and deal with people in reception promptly and professionally; asking for support if necessary
- take and pass on as fast as possible messages as required, prioritising any urgent messages and finding staff member(s) / pupils if necessary
- oversee and manage the incoming emails to school, redirecting as appropriate

Management of School Entry System / Greeting and Assisting Visitors:

- allow or decline access according to guidelines as appropriate
- challenge pupils leaving school premises
- offering a friendly greeting
- ensuring all visitors sign in / out and issue visitor badges
- arranging for refreshments if necessary

NOTE:

It is expected that this post will evolve in the light of experience. Therefore, this Post Specification may be subject to modification at any time after consultation with the post holder.

5. Person Specification

Requirements (on the basis of the Job Description)	Essential (E) Or Desirable (D)	To be identified by: Application Form (A), Interview (I)
Qualifications		
GCSE passes at Grade A-C or equivalent in Maths and English	E	A/I
A recognised administration qualification (NVQ Level 3 or equivalent in Business Administration)	D	A/I
Experience		
Previous relevant experience in clerical and/or general office work	E	A/I
Previous experience in dealing with members of the public either face-to-face or on the telephone	E	A/I
Must be able to use Microsoft Office packages, including word and excel	E	A/I
Previous experience of working in a school office	D	A/I
Previous experience of SIMS	D	A/I
Previous experience of minute taking	D	A/I
Knowledge/skills/abilities		
Excellent written and oral communication skills	E	A/I
Able to adapt and cover a wide range of varied tasks	E	A/I
Able to plan and organise effectively using initiative and time management skills	E	A/I/Reference
Able to work under pressure and prioritise in order to meet deadlines whilst giving attention to detail and accuracy	E	A/I/Reference
Able to keep information confidential, understanding the sensitive nature of the post	E	A/I/Reference
Willingness to undertake further training as appropriate	E	A/I
Competent user of Information and Communication Technology (ICT). Including a photocopier	E	A/I
Enthusiastic, flexible and good humoured approach to school life	E	I/Reference
Able to form and maintain positive relationships with adults and children	E	I/Reference
Be flexible, patient, calm and tactful	E	I/Reference
Capable of working effectively as a member of a team	E	A/I/Reference
First Aid Qualification or willingness to study to acquire appropriate qualification	E	A/I
Others		
Commitment to safeguarding and protecting the welfare of children	E	I
Commitment to health & safety	E	I
Commitment to equality and diversity	E	I

6. Other Information

Please also see important advice on completing your application form.

Attendance Policy Statement This School is committed to achieving and maintaining a high level of attendance from all employees through the application of good management practice. All employees must recognise the importance of good attendance and ensure that any sickness absence is kept to a minimum.

Whilst supporting employees during periods of sickness, the School Management Team monitors levels of sickness absence in school regularly and takes action in accordance with the guidelines adopted by the school to deal with unacceptable levels and frequency of sickness.

Good attendance enhances the service delivered by schools, minimises staffing difficulties and ensures best value to the school. All employees in this school must understand the importance of good attendance to the operation, performance and image of the school and must show a commitment to achieving and maintaining a high level of attendance.

Child Protection Policy Statement | This school is committed to safeguarding and protecting the welfare of children and young people and expects all staff and volunteers to share this commitment and to follow school safeguarding procedures and guidance for safer working practice.

In this school, the welfare of the child is paramount. This school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

All staff should understand their responsibility to safeguarding and promoting the welfare of children and young people. Staff are responsible for their own actions and behaviour and should avoid any conduct which would lead any reasonable person to question their motivation and intentions. Staff should work, and be seen to work, in an open and transparent way.

Attitudes towards promoting and safeguarding the welfare of children and young people will be scrutinised during the selection process for the post that you have applied for. If you are appointed to this post, information in relation to safeguarding and protecting children and young people will be provided at induction. This practical guidance for safe working practice will provide information about which behaviours constitute safe practice and which behaviours should be avoided.

Equality of opportunity | Alder Grange school is an equal opportunity employer, dedicated to a policy of non-discrimination in employment on any basis including age, gender, race, colour, nationality, ethnic origin, disability, gender, religion, age, marital status, sexual orientation and/or medical condition. We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

Medical Clearance | Appointment to this post is subject to satisfactory medical clearance. If you are selected for appointment, you will be contacted by Occupational Health who will arrange for you to complete their on-line health declaration form.

Policies | Alder Grange School has a range of policies and handbooks that help to make clear our expectations and ways of working. These are always shared openly with staff and are accessible to everyone. There are several policies that prospective employees should be aware of when making an application. All members of staff will be asked to sign a declaration as part of the induction process to acknowledge that they have read and understand some of the key policies, e.g. Child Protection, Health & Safety, Acceptable use of IT and Code of Conduct.

Health and safety

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

**Thank you for taking the time to read this information pack.
We wish you every success in any application you may make.**