

BUSINESS ADMINISTRATION MANAGER

JOB DESCRIPTION

Reports to: Chief Operating Officer

ABOUT JOHN LYON

John Lyon is an academically selective independent day school, based in Harrow-on-the-Hill in North West London. Having educated boys from Harrow and surrounding areas since 1876, John Lyon welcomed its first girls as pupils in September 2021. The School has also moved from being a senior school to an all through 3-18 school with nursery, thanks to a 2021 coming together with Quanton Hall School in central Harrow.

Academic excellence is at the very heart of what pupils who study here seek to achieve. Pupils' academic standards and personal development were both rated the highest possible 'excellent' in our most recent ISI school inspection.

John Lyon pupils also gain from their time outside the classroom. The School has a strong reputation for opportunities and success in Music, Art, Drama and Sport. Add to this an exciting Co-Curricular Programme focusing on a sense of community, achievement and wellbeing, a range of more than 100 extra-curricular activities, and pastoral care that is second to none, a John Lyon education is designed to nurture high-achieving and happy children.

The John Lyon School campus is spread across six buildings at the senior school, the Quanton Hall school site, and a 25-acre mixed sporting facility in Harrow-on-the-Hill and is part of John Lyon's Foundation. We have a clear set of values that are vital to our community. These values shape who we are, what we do and how we do it.



AMBITION



EXCELLENCE



INNOVATION



RESOLVE



HERITAGE



COMMUNITY



CREATIVITY



ENQUIRY

THE DEPARTMENT

The Central Administration Team (CAT) at John Lyon and Quainton Hall Prep School is the engine room of the School. The team manage and deliver a wide range of operational and administrative duties for the whole School community. A team of 5 staff share an office in the main School site at John Lyon, with a further 3 members based at the Quainton Hall site. The postholder will be based predominantly at John Lyon but will also regularly spend time at the Prep School.

The CAT ensures that academic staff as well as staff from the Bursary, Admissions, ICT & Data Management, Examinations, Wellbeing, Estates, pupils and parents are effectively supported throughout the School term. Team members also work collaboratively answering general phone and email enquiries, regularly liaise with parents and pupils and ensure the School day runs smoothly and efficiently.

PRINCIPAL RESPONSIBILITIES

- The effective management of all central School administration functions across both sites
- The development and introduction of efficient systems and processes both in terms of resource and time, to ensure the smooth and efficient running of the Central Administration Team (CAT)
- Managing the central administration function and related budgets
- Responsible for the line management, training, welfare and performance of the Business Administrators across both Quainton Hall and John Lyon sites that make up the CAT
- Oversee the day-to-day CAT tasks and ensure sufficient cover is available at all times for the range of activities undertaken by the team both for planned and unplanned absence
- Work closely with other Heads of Department towards shared objectives. Use these relationships to design and develop more efficient and effective business processes and procedures.
- Plan, organise and deliver departmental development plans and work schedules to enable efficient and effective use of the CAT's time and resources.
- Continually meet with Senior Management Team (SMT) members to seek feedback on the department's provision and performance, developing improvement schemes and pre-emptive actions for forthcoming events and challenges.
- Provide support to individual SMT members, as required, including organising and supporting events and arranging and servicing meetings.
- Oversee the running of the main School Reception during the hours of 8am and 5.30pm, and the Prep School Reception between the hours of 8am and 4pm.
- Ensure all safeguarding procedures are followed, including management of the LiveRegister system for School visitors.
- Plan, manage and coordinate the range of current activities and business processes carried out by the CAT Offices at John Lyon and Quainton Hall. Review and analyse all these activities to ensure that they are fit for purpose and relevant.
- Manage and monitor the annual CAT budgets. Work closely with the Finance team to secure best price and service across the range of budget codes and expenditure.

- Ensure that the responsibilities of the Data and Systems Specialist are understood by team members such that planned and unplanned support can be arranged and programmed.
- Using the School's MIS system (iSAMS), ensure that the administration of pupil registration, absence recording, parent contact and the filing of pupil records and upkeep is effectively managed in line with statutory requirements and School policy at all times.
- Ensure the administrative functions relating to public examinations are carried out effectively, in a timely manner and within the relevant regulations.
- Carry out research, review and analysis in related areas of responsibility and produce reports and executive summaries to SMT proposing options and alternatives with specific recommendations.
- Process day to day correspondence in an efficient manner; drafting responses where appropriate and facilitating the use of the Parent Portal for communications being sent to parents; and ensuring that priorities are dealt with swiftly.
- Ensure that Admissions Department receive appropriate support at critical times in the School calendar, where required, such as Open Days, Sixth Form Open Evenings, School-in-Action visits, information events, as well as the standard registration, admissions and entrance examinations process.

It should be noted that a job description is not an exhaustive list of activities, and employees may be asked to carry out other duties commensurate with the grade of the post. The job description may also be amended to take account of changed circumstances, and employees will be consulted if this is necessary.

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PERSON SPECIFICATION

In making an appointment at John Lyon we look for the person who, during the selection process, best demonstrates their skills and abilities as follows:

	ESSENTIAL	DESIRABLE
EDUCATION & KNOWLEDGE		
Educated to at least degree level or equivalent	X	
A minimum of 3 years relevant experience	X	
Comprehensive working knowledge of Office applications i.e. Adobe and Microsoft Office 365 including Outlook, Word, Excel, PowerPoint, MS Forms and Publisher	X	
Knowledge of procedures and regulations relating to the administrative function and systems within a school setting		X
SKILLS & EXPERIENCE		
Evidence of successful management and leadership of a team	X	
Ability to contribute to management initiatives	X	
Proven administrative experience including the management and operation of administration systems and procedures	X	
Evidence of providing an effective service and developing systems to optimise efficiencies across the service	X	
Experience of managing budgets and financial reporting	X	
Strong relationship management and communication skills – enthusiastic, approachable	X	
Experience in a customer-focussed administration environment and with managing enquiries	X	
Excellent oral and written skills with the ability to produce clear, accurate letters, detailed reports and convey complex information systematically	X	
Experience of maintaining a management information systems, ensuring accuracy of data and spreadsheets.	X	
Experience of planning, prioritising and organising personal workload or resources and proactively working with others to achieve team objectives	X	
Experience of using initiative and creativity to resolve problems, identifying practical and suitable solutions	X	
Ability to deal confidently with sensitively and confidential information	X	
Proven attention to detail with the ability to maintain a high level of accuracy whilst remaining calm under pressure	X	
Experience of School Management Information Systems and/or business administration databases		X

It is the post holder's responsibility to promote and safeguard the welfare of children and young persons for whom they are responsible, or with whom they come into contact, and to adhere to and ensure compliance with the School's Child Protection Policy Statement at all times. If, in the course of carrying out the duties of the post the post holder becomes aware of any actual or potential risks to the safety or welfare of pupils in the School they must report any concerns to the School's Designated Safeguarding Lead.