



Job Description

Post title	Administrative Officer
Academy	Haberdashers' Aske's Hatcham College
Grade	35 hours a week, 52 weeks a year. Support Staff Band 4 Point S13 to Band 5 Point S20 (£22,819 - £27,809) pa.
Responsible for	No line management or supervisory duties.

Summary of the overall purpose of the job

The Administrative Officers work as part of a flexible team of post-holders at each site of the Federation to provide general administrative/secretarial and office based support. The officers will work either in the team supporting the school senior management or the general duties of the office support for the school.

The Administrative Officers are expected to train and work over a wide range of tasks, supporting areas of need as directed by management.

Key responsibilities and objectives of the job

As a member of the flexible support team of administrators at the school/site each Administrative Officer is expected to work across the full range of administrative support requirements needed in a busy and diverse school office environment.

The allocation of duties will take account of strengths in skills and experience, but will be an ever-changing and interesting mix of all areas of administrative support. These will include;-

- Office support for the work of the senior teams of the Federation under the management of the Assistant Business Manager who will prioritise and allocate tasks/pieces of work.
- Diary management, arranging meetings, setting appointments and dealing with associated enquiries.
- Producing letters/reports/minutes and other notes and correspondence as required.
- The set up and accurate use and upkeep of systems of filing, office record keeping and student timetable management.
- Data and information entry to Federation IT support systems to support the office functions of the organisation.
- Arrangements for incoming and outgoing mail.
- First Aid administration.
- Using the Federation system for ordering and processing payments.

- The accurate maintenance of registers, logs and other office based tools.
- Dealing with enquiries from parents, members of the public or other external bodies as necessary.
- Supporting the reception duties in the school.
- Other project work of an administrative nature as allocated by the line manager.
- Other reasonable duties as required by your line manager.
- This job description is subject to reasonable review.

General responsibilities and objectives

- To keep up to date with all the policies and procedures of the Federation as they impact on this post or as they impact on all employment matters.
- To respect and actively promote equality of opportunity in line with the policy of the Federation.
- To respect support and actively promote the vision & ethos of the Federation. To act as a positive representative of and ambassador for the Federation in its contacts with outside bodies and organisations.
- To cover for absent colleagues as requested by the line manager within the areas of the posts remit and if required in exceptional circumstances to cover for aspects of the work of the Assistant Business Manager or Principals PA.
- To undertake any other duties as required within the grading and remit of the post and to actively assist to cover staff sickness or other absences as required by the line manager.
- To be aware of and assume the appropriate level of responsibility for safeguarding and promoting the welfare of children and to report any concerns in accordance with the Federations safeguarding policies.

Please note

This job description reflects the core activities of the role and as the Federation and the post-holder develop there will inevitably be changes in the emphasis of duties. It is expected that the post-holder recognise this and adopt a flexible approach to work and be willing to participate in training.

If changes to the job become significant, the job description should be reviewed formally by the post-holder and line manager.

Date JD was agreed: March 2018

Person specification

Criteria	E S S E N T I A L	D E S I R A B L E	HOW IDENTIFIED AND ASSESSED AP Application AS Assessment t Interview l Presentation p References on R
Education/qualification and training			
NVQ Level 2 or preferably Level 3 or equivalent qualification		✓	
Further Education qualification in secretarial skills/administration.		✓	
Knowledge/skills			
Intermediate (or better) user of the Microsoft Office suite.	✓		
Skilled and regular user of Word and Excel for the production of office work.	✓		
Skilled in the presentation of documents for professional audiences	✓		
Time management and prioritisation skills.	✓		
A skilled organiser who enjoys being considered well organised with strong attention to detail and a commitment to high quality accurate work.	✓		
Proficient in the use of good clear plain English in a business/office setting.	✓		
Strong multi-tasking skills – able to distinguish urgent and important matters in day to day office-work settings.	✓		
Co-ordinate project deliverables	✓		
Customer service orientated	✓		

Dealing carefully and professionally with colleagues or service users at all levels	✓		
To be resilient and flexible and keen to take on new areas of specialisms within the wider team	✓		
Ability to assist other colleagues understands working methods and systems and the sense of satisfaction from helping others at work.		✓	
Experience			
Experience of working in a busy site office where keeping cool under pressure of work is the norm.	✓		
Use of IT systems as an integral part of previous roles	✓		
Experience of working to strict deadlines and of self-prioritisation of workload peaks and troughs.	✓		
Experience of working in office administration in an education setting – preferably in large school environment.		✓	
Experience of dealing with families/parents or other service users with a firm and empathetic manner.		✓	
Experience of offering one to one support with administrative tasks for senior staff of an organisation – preferably in an education setting.		✓	
Previous experience of using SIMS or similar systems		✓	