



Job Description: Admin Assistant

Role Title: Admin Assistant

Reporting to: Office & Marketing Manager

Start date: ASAP

Contract: Permanent

Salary: Grade 3 (£24,520-£25,762) (salary will be pro-rated based on the below hours)

Hours: Full time/Part time available/hours to be negotiated

The Role

As an Admin Assistant, you will provide comprehensive administrative support to the school and act as a central supporting role for staff, students and parents. You will work with other members of the Business Support Team to uphold the vision and ethos of the school at all times, representing the academy in a welcoming, personable, helpful, and professional manner.

You will work across the academy as required, providing excellent administrative and customer services to a variety of stakeholders, establishing and maintaining efficient administrative systems and processes to support the effective running of the school with a focus on operational excellence.

It is essential that the person for this role is organised, able to multitask, work flexibly and have a 'can do' approach. You will also assist with general day to day admin tasks which therefore require a good level of IT skills.

Key Responsibilities

- Develop a strong understanding of all administrative processes across the Academy and develop ongoing efficiencies, including updating and maintaining relevant handbooks and guides, ensuring effective and consistent guidance and information is delivered.
- Adopt a business-like office environment, ensuring excellent, consistent administration support and customer service is provided, 'Our Promise' is met, good relationships with staff are promoted, and you are consistently role modelling professional behaviour.
- Attend to incoming calls and messages in a professional, friendly and efficient manner, using the corporate greeting, ensuring all relevant messages are passed on in a timely manner and dealt with effectively, sensitively, and confidentially, taking the initiative to identify and handle issues that arise on behalf of the leadership team and others.
- Be one of the academy main first aiders, assisting with student welfare and first aid and ensuring accurate and prompt records and reporting, paying due diligence to Health & Safety and academy protocol.
- Support with daily attendance ensuring protocol is followed and ongoing efforts are made to ensure a child regularly attends school.
- Efficiently manage filing and databases, ensuring full compliance with GDPR and in line with our Data Retention Policy, supporting with student database maintenance, analysis and reporting utilising our management information system (MIS) i.e. Bromcom, and other platforms.
- Acknowledge and action all admin requests to a high standard and in a timely manner, prioritising and communicating effectively with relevant colleagues and stakeholders.
- Provide comprehensive administration support for attendance, admissions, digital devices, behaviour / exclusions, FSM, cashless payments, biometrics, immunisations, locker keys, post, student photos, reprographics, stock and supplies, lost property, SEN, events, and trips as required.
- Provide general clerical and administrative support for the school e.g. photocopying, filing, emailing, completion of standard forms, respond to routine correspondence, producing letters, reprographics.
- 'Globalise' and update a wide range of materials and communications ensuring these are produced to a excellent standard as per the Globe brand guidelines and house style guide



- Maintain and distribute stationery and stock levels for the offices, reception areas and reprographics, including ensuring relevant forms, information and literature is available in the reception seating area, i.e. times of the Academy day, academy prospectus, newsletters, etc.
- Populate, maintain, and update calendars and timelines, ensuring deadlines are met.

Other

- Carry out other reasonable tasks as directed by the Vice Principal – Business and Community and the School Business Manager
- Liaise with colleagues and external contacts at all levels of seniority with confidence, tact and diplomacy, whilst maintaining confidentiality at all times
- Share best practice with the wider team and approach all tasks with a growth mindset
- Ensure the working environment is to a professional standard e.g. clear desk policy
- Contribute towards the wider academy objectives and improvements
- Support other operations when required
- Carry out first aid duties and undertaking fire marshal duties, if and when required
- Undertake exam invigilation duties, when required
- Undertake morning and afternoon playground duties, when required
- Operate the cashless catering tills, when required
- Cater and set up for meetings and events, if and when required
- Be willing to undertake appropriate training in line with contractual duties
- Be flexible in regards to working hours
- Attend and support out of hours' academy events e.g. summer fair, parents' evenings
- This job description is subject to change with the agreement of the post holder



Person Specification: Admin Assistant

Qualifications

- NVQL3 or equivalent desirable
- Right to work in the UK

Knowledge, Skills and Experience

- Experience of running effective administrative systems
- School experience is desirable
- Experience of data entry into databases and other IT systems
- Excellent communication, writing and editing skills
- Excellent organisation and time-management skills
- High level of proficiency with Microsoft Office
- Able to build relationships with a range of stakeholders and anticipate others' needs
- Able to manage several projects at once, prioritising accordingly to meet all deadlines
- Able to take ownership of tasks and work with minimal supervision

Personal Characteristics

- Genuine passion for and a belief in the potential of every pupil
- Deep commitment to Ark's mission of providing an excellent education to every student regardless of background
- Operates with a spirit of flexibility and optimism
- Helpful, approachable, positive and the ability to stay calm and diplomatic under pressure
- Have exacting standards and a keen eye for detail
- Keen to learn and further develop own skills
- Excellent interpersonal skills with children and adults
- Able to take direction but also be able to take initiative when required
- Exercises sound judgment, especially relating to confidentiality and discretion
- Solution focused with a can-do attitude

Other

- Commitment to equality of opportunity and the safeguarding and welfare of all pupils
- Willingness to undertake training
- This post is subject to an enhanced Disclosure and Disqualification by Association

Ark is committed to safeguarding and promoting the welfare of children and young people in our academies. In order to meet this responsibility, we follow a rigorous selection process. This process is outlined [here](#), but can be provided in more detail if requested. All successful candidates will be subject to an enhanced Disclosure and Barring Service check.