



School office administrator job description

Post title: School office administrator

School: The New School, 149 Central Hill, Norwood, SE19 1RT

Salary: £24,000

Responsible to: Co-Headteachers

Contract type: full time

Working hours: 7.45am – 3.45pm (including 0.5 hour lunch break)

The New School is an innovative non fee-paying but private school which opened in September 2020. We are a small school with a current cohort of 100 young people, from Reception to Year 10, which will grow to include Year 11 next academic year. There is a focus on building young people's sense of agency, their skills of self-direction, and their voice within a sociocratic structure. We are seeking a proactive and motivated Office Administrator who embraces the opportunity to create a welcoming, well-organised school office. In this role, you'll bring efficiency to our operations by developing smooth processes and procedures, ensuring the office runs seamlessly. As a key link to our wider community, you'll thrive on building relationships and communicating effectively, as you'll also be the friendly face of our school as our receptionist. If you're excited by a role that combines organisation, adaptability, and meaningful connection, we'd love to hear from you.

One of our main priorities is to ensure the welfare and safeguarding of our young people and you will play a crucial role in this as someone who interacts with all of our young people and their families.

Working hours: 7.45am – 3.45pm (including 0.5 hour lunch break)

Annual leave for this position aligns with school holidays, allowing for ample time off during these breaks, with the added flexibility of 5 additional days that can be taken outside of holiday periods. This role follows a term-time schedule plus an additional three weeks.

Hires are subject to satisfactory background checks (DBS, RTW, ID and previous job references).

Responsibilities and duties:

Running the school office

- Implement and maintain procedures/administrative systems
- Maintain electronic (and only where necessary hard copy) filing system, ensuring processes and software are up to date and in working order
- Data entry and maintenance
- Coordinate and update the school calendar
- Use Arbor (the online school management system) or filing systems to update records as necessary
- Coordinate and process orders for all departments (Headship, Teaching, Support, Research, Maintenance and Cleaning, Office)
- Complete school census requirements and other statutory documentation
- Photocopy and file documents
- Preparation of school letters, reports, presentations and correspondence
- Sort and distribute mail delivered to school office
- Provide administrative support to the Co-Headteachers and other team members

School reception:

- Greet visitors, understand and check their permissions and issue name badges
- Make sure visitors are always accompanied within the premises and grounds unless they are DBS and background checked
- Check young people attendance registers once classes start and implement safeguarding processes to ensure lateness and non attendance is followed up and logged
- Answer and pass on phone calls, emails, letters and face to face enquiries
- Deal with enquiries from staff, parents and young people in a timely and professional manner
- Be discrete in your communications and act appropriately in regard to the different types of information you are party to

Young people and parents:

- Coordinate all administration in regards to the school admissions process, including maintaining the waiting lists, liaising with prospective families, enrolling onto Arbor and supporting transition procedures. Work together with the admissions team, whose processes are signed off by a Co-headteacher.
- Maintain each young person's admission record, approved by a Co-headteacher
- Contact parents in the event of a young person's absence or illness
- Maintain and update young people's records and files with up to date information
- Coordinate and pass on all enquiries about young people to the relevant team members, or if in doubt, to the Co-headteacher
- Immediately report any safeguarding concern (witnessed or being told about) to the Designated Safeguarding Lead or log on CPOMS (Child Protection Monitoring System)
- Use respectful communication with young people at all times, and be prepared to undertake CPD in order to develop skills and knowledge in relation to young people's agency

Staff and stakeholders:

- Maintain a strong working relationship with all departments (Headship, Teaching, Support, Research, Maintenance, HR, Finance)
- Keep the school calendars (both internal and external) updated and remind the Co Headteachers of important deadlines
- Be a point of contact for enquiries / questions from all wider stakeholders (eg.Trustees, local businesses)

Events and suppliers

- Coordinate school lunches for young people on Arbor, including updating meal plans, allergies and medical needs and monitoring payments from families
- Coordinate and support advertising of open days, including attendance lists, provision of refreshments, email confirmations, name badges for attendees
- Pay regular bills and periodically review supplies to ensure economical prices
- Coordinate external contractors for building maintenance with our onsite building manager to ensure safe working practices and to support safeguarding of our young people

Premises

- Unlock the building in the mornings and make sure it is in a safe working order
- Undertake the role of a Health and Safety Coordinator, perform Health & Safety ground sweeps, follow up any issues, support others to understand their H&S responsibilities and work closely with our Compliance Lead.
- liaise with and coordinate the maintenance team and cleaning work of the premises and grounds

Finance:

- Set up payments on Arbor (e.g. lunches, trips, equipment). Process cash payments and donations with support from the finance team.
- Keep financial records
- Pay invoices and bank cash where relevant
- Liaise with the finance manager with invoices for payments

Professional duties

- Support the ethos and principles of the school; be an ambassador for The New School
- Work with all departments to assess, plan and coordinate workload.
- Take part in relevant staff meetings and staff trainings and join Sociocratic Circles to take part in our decision making governance system
- Undertake additional roles as agreed upon and described within school policies
- Be proactive and take responsibility for matters relating to health and safety
- Undertake the First Aid coordinator role, following the responsibilities stated in the First Aid policy , including ordering and checking of First Aid stock, storage and permission forms with young people's medication and managing and coordinating communication of incidents on our First Aid monitoring log.
- Take responsibility for safeguarding the welfare of all young people and staff
- Be familiar with and act in accordance with all school policies and procedures
- Maintain The New School Staff Standards, reflecting regularly on your own professional development.

The above list may not be exhaustive and other responsibilities may be attached to the post

from time to time. Variation in the duties and responsibilities may also occur without changing the general character of the post.

PERSON SPECIFICATION		
	Essential	Desirable
Experience	<p>Prior experience in a similar role (working in a school or in a standalone office role)</p> <p>Familiar with the use of a MIS - management information system (This is predominantly ARBOR in our school)</p> <p>Successful and competent communication with a range of people</p> <p>Coordinating requests of stakeholders on all levels of authority</p>	<p>Work in a school office or reception for young people age 4-16</p> <p>Previous work with young people and their parents</p> <p>Experience in, or understanding of, educational democratic settings</p> <p>Previously set up office operation systems (data, records, files, reports)</p>

Knowledge and qualifications	<p>4 GCSE passes A* - C (equivalent 9 – 4)</p> <p>or equivalent Level 2 Btec diploma</p> <p>These must include English and Maths</p>	<p>Further qualifications in a related area e.g.</p> <p>Level 2 Award in Support Work in Schools</p> <p>Secretary and PA diploma</p> <p>Office management Diploma</p>
Skills	<p>Advanced IT skills, familiarity with Microsoft Office, MIS or CRM data entry and reporting and the use of Gmail, Google Drive and associated applications.</p> <p>The ability to communicate in excellent written and spoken English</p>	<p>The ability to self-reflect and improve their own approach</p>

	<p>Excellent interpersonal skills and the ability to offer a professional, friendly welcome to all visitors</p> <p>Ability to communicate respectfully and with boundaried care, especially in circumstances where young people, families and staff may be confrontational.</p> <p>Ability to prioritise and manage workload across time, especially in a role where there are intense periods of activity. Skills in strategic planning.</p> <p>The ability to establish and develop respectful personal relationships within a team of diverse people</p> <p>You will come across lots of confidential information - discretion is key in your work</p>	
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	with young people, their families and colleagues	
Personal characteristics	Organised Efficient Calm Discreet Sociable Pro-active Self-motivated and resourceful Thinking on your feet Approachable Committed Can take initiative Patient Eager to learn Strong belief in young people's agency and in respectful communication	