



## **Primary School Administration Officer**

### **Job Description**

#### **Purpose of the Job**

To enhance the school's vision which aims to nurture each pupil on their own journey of self-discovery and is based upon the three key pillars of Educational Excellence, Character Development and Spiritual Insight.

To provide clerical, administrative and secretarial support, through undertaking tasks which require some generalist skills and knowledge.

Be aware of and comply with policies and procedures relating to child protection, health and safety, security, confidentiality and data protection. Reporting all concerns to the appropriate person.

Contribute to the overall ethos, work and aims of the school.

#### **General Staff Responsibilities:**

- To read understand, and adhere to all the school's policies and procedures;
- Ensure compliance with the school's Equal Opportunities Policy and take an active role in promoting equality and diversity;
- Support the school's vision, mission, faith and ethos;
- Take proactive responsibility for safeguarding and promoting the welfare of pupils;
- Undertake training and professional development as appropriate to keep up to date with current developments;
- Undertake other duties appropriate to the post that may reasonably be required from time to time commensurate with the grading of the post;
- To support staff in all aspects of the school's processes and procedure as required;
- Be fully aware of and implement any emergency plans according to School Procedures (e.g. emergency closures, fire alarms etc.).

#### **Specific Accountabilities**

##### **Reception:**

- To receive and welcome callers / visitors and deal with enquiries accordingly;
- To ensure the school's security/safeguarding procedures are adhered to by all visitors;
- To ensure that all forms of communications are dealt with a timely manner and according to agreed procedures;
- To communicate effectively with parents, staff, students and the general public - Ensuring that the school is represented effectively and that enquiries, concerns or complaints are dealt with using tact, diplomacy and sensitivity;
- Ensure a quick, efficient, polite response with face to face, telephone or email queries;



- Liaising in a helpful and professional manner, being aware of both how stakeholders may interpret both verbal and non-verbal methods of communication;
- To contact parents and relevant authorities in emergency situations.

### **Administrative Duties:**

- To support the line manager in ensuring that the office runs in a smooth and organised manner;
- Provide administrative support to staff by producing general letters, reports etc. using Microsoft Word and Excel proficiently;
- Sending out Parent Mail where needed to notify families/carers of forthcoming events;
- Deal with welfare room where needed in the absence of the welfare assistant;
- Assist with the preparation/collation and logging receipts of mail shots;
- Receiving admission enquiries from parents – take initial contact details from parents, arrange appointment times when requested;
- To support with agreed maintenance tasks i.e. Calendar, website, Arbor, visitors book, issuing badges to visitors, etc.;
- To ensure that accurate records are retained for Parents, Pupils, Governors, After-school Clubs, Regular visitors to School - including volunteers;
- Provide administrative support for the SLT, staff and school based activities and events.
- To support the line manager in maintaining records of resources and to undertake ordering of stationary, goods and supplies, receiving of goods, checking of deliveries, maintenance of reprographics equipment;
- Ensure that an effective reprographics service is maintained, including supplies of paper etc.
- Assisting with the production of school publications;
- Collating, printing and copying school reports;
- Checking availability of rooms for internal/external use as and when required;
- To ensure that hospitality is provided for visitors including parents as and when required;
- Report any faults as appropriate to line manager / Site Manager i.e. Arbor, CCTV, telephones, Computers; including e-mails & Internet to service provider;
- To ensure that pupils files and office stationary cupboards are secured on daily basis;
- Set up, monitor and assist a member of the SLT/Teacher to claim various school voucher schemes within the agreed deadlines;
- To ensure that staff/pupils complete records regarding the Induction process, safeguarding training;
- To ensure Home School Contracts/permission forms for photo's etc., are tracked on an on-going basis in order to maintain an accurate database;
- To ensure that all external after school enrichment programmes are running smoothly and in line with safeguarding procedures;
- Undertake any additional duties as required by the Head of Primary section.



## **Person Specification**

### **Experience**

- Minimum of 2 years in a customer service/school environment;
- Experience of general clerical and administrative duties;
- Knowledge of Arbor - Management Information System desirable but not essential.

### **Qualifications/Training**

- Minimum NVQ2 in Business/School Administration or equivalent, or substantial experience;
- Excellent literacy and numeracy skills;
- Willingness to undertake further professional development.

### **Practical skills**

- High level of competency in IT (Email, Word, Excel, Outlook);
- Ability to use relevant technology and equipment;
- Attention to detail/ability to enter data accurately;
- Good, accurate keyboard skills;
- Be able to communicate effectively both orally and in writing;
- Excellent interpersonal skills and a calm approach;
- Ability to maintain strictest confidentiality and integrity at all times.

### **Personal qualities and attributes**

- Ability to relate well to children and families;
- Able to work constructively as part of a team, understanding the range of staff roles and responsibilities;
- Ability to recognise own training and development needs and willingness to participate in training and development opportunities;
- Ability to cope with periods of pressure and prioritise workload accordingly so that deadlines are met;
- Smart, professional appearance;
- Ability to work unaided;
- Supportive of the school ethos and its Equal Opportunities Policy, and be aware of the implications of working in an educational establishment;
- Resourceful, positive, and enthusiastic with a good sense of humour.