



Acorn
Education Trust

Admin Officer

Willowbrook Primary School

Welcome from Sara Edwards

Acorn Education Trust CEO

Thank you for your interest in one of our vacancies, I hope the information enclosed in this pack inspires you to apply.

Acorn Education Trust was established in 2014 to provide a local solution to a national strategy. We now serve 21 settings: 16 Primary Schools, 3 Secondary Schools and 2 nurseries.

Our mission is to 'prepare young people for their world in their time' and this sits at the heart of all we do. We strive for excellent leadership, excellent teaching and excellent learning. Our vision is to transform lives through education.

In every Acorn School, you will see:

- A** Active and visible leadership
- C** Care, support and challenge
- O** Opportunities for all
- R** Readiness to reach out
- N** Needs of all are paramount

Every Headteacher focuses on leading teaching and learning in their school. Central teams manage the business element of the Trust which allows us to share resources, improve IT and estates infrastructure and invest in school to school support. We are therefore able to direct as much money as possible into teaching and learning thus improving the life chances of all our young people.

Whatever role you are applying for, whether in a school or as part of the central team, we hope you can align with our vision and values, have the determination to succeed and are up for a challenge. In turn, we will provide you with a comprehensive and supportive induction programme, professional development and a career with Acorn.

We hope this information pack provides you with a flavour of working within our Trust and we look forward to receiving your application.

Sara Edwards



About Willowbrook Primary School

Flourishing together through love, laughter and learning

Willowbrook Primary School is a small, warm and welcoming school, educating children between the ages of 4 and 11 years. Located in the heart of Trowbridge in Wiltshire, we are a loving, caring and inclusive community where we respect, appreciate and support each other and our environment.

Everything we do in school is rooted in our school values or **Willowbrook Rappers** – **Resilience, Aspiration, Pride, Positivity, Empathy, Respect, Safety**, which are interwoven into our daily routines. Our dedicated staff have the highest aspirations for all our children and are committed to providing them with a rich and inspiring education that will nurture them as well-rounded individuals with the confidence, ability and desire to make the world a better place.

Each child is valued as an individual, encouraged to reach their potential and have a belief that they can achieve so they can flourish personally and academically with a sense of pride.

We recently joined Acorn Education Trust as a way to build on and embed our success, which has enabled us to share the best of what we do as well as learn from the good that schools in the local area do.

Our school has a wide range of excellent facilities, including:

- Extensive grounds with playground, climbing area, nature area, field and running track.
- Early years outdoor learning area
- Large hall for productions, sport and dining
- Four classes and break out spaces to work in small groups
- Recent major investment in ICT equipment

We look forward to welcoming you to our school and showing you what makes Willowbrook such a wonderful school.

John Bullen
Headteacher

For more information, please visit our website: www.willowbrookprimary.uk/

Job description

Job title	Admin Officer
Reporting to	Headteacher

Main purpose

The Admin Officer is responsible for supporting with the administrative, financial and organisational processes within the school. They will also act as the initial point of contact for parents, visitors and other stakeholders so will be an ambassador for the school and embody the value, vision and ethos of the school in all interactions.

Duties and responsibilities

General administration

- Update manual and computerised record/information systems
- Update and maintain the school calendar
- Manage the school's email inbox, ensuring the school meets its expected response times and emails are forwarded to the relevant staff member as necessary
- Manage and organise completed data and/or permission forms from parents
- Report any issues with the school's IT systems
- Organise and distribute incoming and outgoing post
- Provide administrative support to staff as needed
- Book training courses for all staff
- Order, monitor and manage stock, ensuring best value following the school's purchasing processes
- Carry out filing, printing and photocopying. Maintain the operation of the printer and photocopier to ensure it's ready to use at all times, resolving any issues as necessary
- Assist with organising parents' evenings and other meetings and events, including the organisation of rooms and equipment, and providing refreshments as required
- Keep records in accordance with the school's record retention schedule and data protection law, ensuring information security and confidentiality at all times
- Website maintenance, including uploading Newsletters

Pupil records

- Create and maintain the pupil database in the MIS (Arbor) and other pupil records

School meals

- Co-ordinate school meal orders and submit weekly catering orders and other returns
- Publish menus and collect payments using Parentmail or other approved platforms
- Print and distribute dinner registers

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Job description continued

Duties and responsibilities cont.

Attendance administration

- Monitor and maintain an accurate record of pupil attendance, producing reports as necessary
- Monitor the late arrival of pupils and contact parents/carers to identify reasons for non-attendance, ensuring all safeguarding procedures are followed

Reception/Front of House

- Act as the first point of contact for parents and visitors arriving at the school
- Deal with telephone and face-to-face enquiries efficiently and in a professional and supportive manner
- Respond to messages promptly and accurately, passing on information to relevant staff members as necessary
- Seek support from other colleagues where necessary to respond to complex enquiries
- Assist staff and pupils with the information and support they need

Admissions administration

- Liaise with the LA to offer places to admissions applicants
- Collate pupil admissions forms and other documents, update the MIS, inform staff of new arrivals and all associated communication
- Obtain records from previous school and distribute to those that need to know

Pupil Movement - leavers

- Follow approved procedures/pupil checklists for pupils leaving the school
- Notify the LA as appropriate

Safeguarding and Security

- Control access to the school in line with the school's safeguarding procedures, including signing-in visitors, checking identification as necessary, issuing passes and notifying them of safeguarding and safety procedures
- Be alert to unknown individuals on the school premises and report any concerns in line with the school's procedures

Written communication

- Write and send email responses that are professional and uphold the school's vision and values
- Update and distribute online and offline communications (e.g. letters, newsletters, social media posts etc) to parents, staff and other stakeholders
- Assist with marketing and promoting the school

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Job description continued

Duties and responsibilities cont.

Finance

- Enter data into the school's finance systems and produce reports as necessary
- Collect, record and issue receipts for payments from parents
- Carry out financial administration in line with the school's procedures
- Raise payments/invoices for Nursery fees and other school charges via Parentmail or other approved platform.

Recruitment and staff records

- Assist in the administration of recruiting new staff and volunteers in line with the Safer Recruitment Policy and Procedures, including collating all applications and carrying out all pre-employment checks
- Keep staff records up to date by recording absences, contract changes and training
- Administer the monthly payroll update log

IT and Site helpdesks

- Report IT problems, work requests to the IT helpdesk and any building or site maintenance requirements to the Site helpdesk (Parago)
- Monitor and chase outstanding tasks

Compliance checks

- Be the school's competent person for health and safety
- Maintain the fire register
- Keep up to date the Fire procedure posters and first aider lists displayed around the school

Statutory Returns

- Complete and submit the school Census and the Workforce Census on a timely basis
- Complete and submit the EYFS estimates, headcounts and Census on a timely basis

Other areas of responsibility

- Read and follow the relevant school policies
- Undertake training required to develop in the role
- Ensure all duties and responsibilities are undertaken in line with the school's health and safety policy
- Contribute to the safety of children and young people and protect them from harm

Please note: This Job Description may be amended at any time in consultation with the postholder.

Person specification

Criteria	Essential
Qualifications and Training	• First aid training (or willingness to complete it)
Experience	• Carrying out administrative tasks • Dealing with face-to-face and telephone interactions • Working with children or young people • Working and collaborating within a team
Skills and knowledge	• Good oral and written communications skills • Ability to respond quickly and effectively to issues that arise • Ability to plan, organise and prioritise to meet deadlines • Ability to use own initiative and take action accordingly • Excellent attention to detail • Ability to use IT packages including word processing, spreadsheets and presentation software • Ability to use relevant office equipment effectively • Ability to build effective working relationships with colleagues • Understanding of data protection and confidentiality • Understanding of safeguarding
Personal attributes	• Commitment to promoting the ethos and values of the school and getting the best outcomes for all pupils • Commitment to acting with integrity, honesty, loyalty and fairness to safeguard the assets, financial probity and reputation of the school • Ability to work under pressure and prioritise effectively • Commitment to maintaining confidentiality at all times • Commitment to safeguarding and equality • Embraces change well • Has a calm manner and deals with difficult situations effectively

The Admin Officer will be required to follow school policies and the staff code of conduct.

Please note that this is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks that the successful applicant will carry out. The postholder may be required to do other duties appropriate to the level of the role.

Support for our staff

Whether your role is in a school or the central team, you will be part of a caring team that will provide you with the support and challenge needed to fulfil your role effectively.

Continued Professional Development (CPD)

- A comprehensive induction programme for all new staff (across all roles), that includes mentor and peer support
- Statutory training on safeguarding, health & safety and GDPR
- Access to over 2,500 world-leading courses, webinars and resources via the National College online training platform
- Support for Early Career Teachers (ECTs)
- Role specific training for Designated Safeguarding Leads (DSLs) and Special Educational Needs and Disability (SEND) roles
- School based training, including mentoring and coaching from senior leaders within school and across the wider Trust; Cross phase and school to school support
- Subject communities, across primary and secondary level, to share good practice across the Trust
- Opportunities to role shadow
- Apprenticeships available at various levels across the Trust for multiple roles, including Teaching, Teaching Assistants, Nursery and IT Technicians

Health and wellbeing

- A strong culture of wellbeing across all schools and the central team
- Family friendly policies, including comprehensive flexible working policy, adoption leave policy, maternity and paternity (including shared parental leave) policies and staff wellbeing policy
- Access to [Care First](#), an employee assistance programme which provides confidential support on health and wellbeing, relationships, money issues, bereavement and loss, stress, anxiety and depression and much more

Pensions

- Teacher pension
- Local government pension
- Nest pension

Staff wellbeing is very important at Acorn Education Trust. We are consistently looking for new ways to improve our offering, and, regularly collect feedback at all levels to check in with our staff and ensure they feel supported in their role.

How to apply

If you would like more information about this role, please contact the school office via email at admin@willowbrookprimary.uk or by phone on 01255 355 511.

To apply

Please visit our [Acorn careers page](#) to complete an application form.

Shortlisted candidates will be invited for a one-day interview.

Willowbrook Primary School,
Broadcloth Lane, Trowbridge, Wiltshire BA14 7HE

01255 355 511

admin@willowbrookprimary.uk

Willowbrook Primary School, as part of the Acorn Education Trust, is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. If successful in obtaining this post you will be subject to a Disclosure from the Disclosure and Barring Service and health screening. We are an equal opportunities employer. As part of our safer recruitment processes, if you are shortlisted for the post, we will carry out a social media account search.