



Midsomer Norton
Schools Partnership



Home School:	Frome College
Job Title:	Administration Assistant
Salary:	MNSP Grade 3, Points 5-7
Reports to:	Business Manager
Hours of Work:	35 h.p.w., term time + INSET days + 2 weeks (41 working weeks) 8.00 a.m. to 3.30 p.m.

Purpose

To provide a high-quality administrative and reception service to support staff, students, parents, and visitors, and to contribute to the effective day-to-day running of the College.

Main Responsibilities

Administration

Provide professional administrative support to College staff, including:

- processing a variety of correspondence in line with the corporate standards of the College
- manage the College email inbox and maintain the College calendar
- assist with reprographics and printing requests
- update the College Management Information System (MIS) and produce reports, letters and other documentation as required
- provide reception cover, including answering telephone calls, welcoming visitors, receiving and passing on messages, sorting incoming mail and franking outgoing post.
- provide administrative support for attendance processes when required.

Finance

- Assist the Finance Officer with processing orders and carrying out routine finance administration tasks as directed.

Supporting processes

Work within established procedures and guidelines. Remain flexible and adaptable to meet changing priorities and short-term demands. Manage frequent interruptions and ensure tasks are completed within deadlines, some of which may be short.

Decision Making

Prioritise tasks effectively, work independently, and take initiative where appropriate. Refer non-routine or complex matters to senior staff for guidance or decision-making.

Physical effort and working

Office-based role involving regular use of IT equipment, including prolonged periods of screen use.

Contacts and relationships

Regular contact with staff, students, parents and members of the public, both in person and by telephone.

Additional information

The postholder is expected to wear smart, professional dress appropriate to a school environment.

Knowledge, skills and experience

A good general standard of education, including five GCSEs (grades 4–9) or equivalent. Good keyboard and IT skills, strong organisational and administrative skills, accuracy and attention to detail. Ability to work flexibly, adapt to change, maintain confidentiality, and work reliably as part of a team. A first aid qualification, or willingness to undertake training, is required.

It is agreed that the job description is a fair and accurate statement of the requirements of the job.

Job Holder:

Date:

Line Manager:

Date:

This job description only contains the main accountabilities relating to the post and does not describe in detail all of the duties required to carry them out. This job description may be amended at any time following discussion between the line manager and member of staff and will be reviewed annually.

Person Specification

Skills and Abilities

Essential: Strong IT skills with the ability to produce accurate documents with minimal supervision. Ability to prioritise workload and meet deadlines. Strong organisational skills and attention to detail. Ability to maintain confidentiality when handling sensitive information. Flexible and willing to respond positively to team needs. Calm and professional under pressure. Effective communication skills, both face-to-face and by telephone. Ability to deal professionally with challenging situations involving parents or members of the public.

Desirable: Creative ability to contribute to the layout and presentation of documents, forms or publications.

Knowledge and Qualifications

Essential: Good general standard of education, including five GCSEs (grades 4–9) or equivalent. Strong working knowledge of Microsoft Office and Google applications.

Desirable: Knowledge of additional IT systems or software relevant to the role.

Experience

Essential: Relevant experience in an administrative role, including managing multiple tasks and meeting deadlines.

Desirable: Higher-level administrative experience, such as PA or similar roles.

Other Requirements

Essential: Commitment to high standards and continuous improvement.

Desirable: Knowledge of, or interest in, working within an educational environment