



JOB DESCRIPTION

Job Title:	School Office Administrator
Salary:	TPAT Point 5
Responsible to:	Headteacher / School Secretary
Direct Supervisory Responsibility for:	None
Important Functional Relationships: Internal/External:	Senior Leadership Team, School Staff, Students, Parents & Carers, TPAT Professional Services, Local Monitoring Committee, Visitors, Suppliers and External Professional Bodies

Main Purpose of the Job:

- To be the first point of contact for all visitors to the school (in person and by telephone), ensuring the school is presented in an efficient, welcoming and attractive manner.
- To provide high quality administrative and clerical support to the school to ensure the smooth running of a busy school office/reception.
- To interact on a professional level with other colleagues and seek to establish and maintain productive relationships with children and parents/carers.
- To represent the school with both internal and external bodies.
- To promote the school through all communication channels.

Your administrative role and duties will depend on the size of your school and therefore the size of the administration team. You may not be required to undertake every duty listed below and you may be asked to undertake additional duties that are at the appropriate level of responsibility for your post. The details below are not exhaustive, and each school will have their own requirements.

Main Duties and Responsibilities:

- To provide a professional and confidential administrative service for the school including word processing of correspondence, reports, publications and other documents as required.
- To meet and greet visitors in line with the school's visitor's procedure and receive and prioritise incoming telephone calls and deal with them appropriately.
- To assist in organising and maintaining the Headteacher's diary, arranging appointments and liaising with the Headteacher regularly to follow up on external and internal communications.
- To assist in the organisation and arrangements for meetings, including circulating agendas and minutes, organising venues/refreshments and contacting individuals with regard to arrangements for meetings.
- To update Arbor and other school records ensuring all files remain up-to-date and in accordance with Data Protection legislative requirements and to participate in maintaining back-up systems.
- To assist with finance administration using TPAT accounting systems, including purchase order processing, account payments and receipts, production of invoices and billing, bank processing and reconciliation, and any other finance related duties as appropriate to the grade of the post.

- To contact suppliers of goods and services to obtain information relating to prices, orders, deliveries and payments as requested.
- To undertake the necessary administration associated with the School's intake of new pupils and pupils leaving the school, ensuring records are forwarded appropriately. To maintain pupil records appropriately ensuring confidentiality with such records.
- To be responsible for the maintenance of electronic and manual records including completion of returns, reports and statistics as required by the Trust and/ or other third parties.
- To ensure the provision of administrative support in respect of timetables, registers and absences, lettings diary, staff sickness, post book, school meals, school events and outings and absences.
- To support the schools wider administrative function by taking minutes, organising stock control and stationary, filing, photocopying, maintaining office equipment, dealing with incoming and outgoing mail.
- During busy periods at the school this role may also support the processing of examination entries, student coursework and results.
- To promote positive attitudes by pupils and families towards education and to ensure that parents and carers are made fully aware of their statutory responsibilities.
- To assist in managing and maintaining the school website and engagement on social media platforms, app and text messaging facility, liaising with relevant staff to ensure it is kept up to date.
- Ensure that school clubs information is up to date, to include the administration of the running of Holiday Clubs and posting the events.
- To arrange and co-ordinate administration arising from school photographs.
- To take a supporting role in the marketing/publicity of the school.
- Manage any enquiries regarding Parent Pay/Arbor Pay and help parents / carers with any issues as and when they arise and log issues on the system, following them through to resolution.
- To maintain positive, nurturing relationships with staff, parents and children. Acknowledge challenging situations without judgement and deal with stressful or conflict situations with kindness and empathy.
- To ensure school security arrangements and safeguarding processes are always complied with, including the issue of visitors' badges and the signing of the visitors' book/electronic system.

Standards and Quality Assurance

- Articulate and promote the school's aims and ethos with parents, carers, pupils, staff, visitors and the wider community.
- Hold and articulate clear values and moral purpose, leading by example with integrity, creativity, clarity and resilience.
- Demonstrate optimistic personal behaviour and model positive relationships and attitudes towards pupils and staff.
- To set a good example in terms of dress, punctuality and attendance.
- To attend INSET days, staff meetings and school events as required.
- To participate in training and development discussions and activities to maintain the skills and competencies required for the role.
- To provide cover in case of absence of other administrative staff.
- To manage and prioritise your own workload in line with school requirements.

General Responsibilities applicable to all staff

- Demonstrate and promote the values of Truro and Penwith Academy Trust at all times.

- Contribute to the overall ethos and aims of the school.
- Follow and adhere to all agreed Child Protection and Safeguarding policies and procedures at all times.
- Make a positive impact on our students' lives and contribute to shaping a brighter future.
- Play a full part in the life of the school community and support its vision and ethos to encourage all staff and students to follow this example.
- Work effectively with other members of staff to meet the needs of students; ensuring that students' needs are prioritised.
- Act as a role model and set high expectations of conduct and behaviour.
- Appreciate and support the role of other professionals.
- Have a clear sight of how this role impacts on the school's students at all times.
- Work with professionalism in line with the Trust's Code of Conduct.
- Be aware of and comply with all policies and procedures at all times, especially those relating to child protection, health, safety and security, confidentiality, data protection and copyright, code of conduct, reporting all concerns to line manager.
- Be a positive influence on the climate and culture of the school and a positive role model at all times.
- Model good management practice across the Trust.
- Be aware of and support difference, ensuring equal opportunities for all.
- Actively promote the safety and welfare of our children and young people.
- Administer basic first aid and assist in the dispensing of medically prescribed controlled drugs in line with school procedures (only if trained to do so); recording on SafeSmart as required.
- Attend liaison events and effectively promote the school at open days/evenings and other events.
- Act as a Trust team member and provide support and cover for other staff where needs arise, inclusive of work at other sites within a reasonable travel distance.
- Be aware of and comply with all School and Trust policies and procedures.
- Undertake mandatory training, professional development, learning activities and appraisal procedures as appropriate.
- Attend and participate in relevant meetings and Trust based INSET as required.
- Responsible for your own self-development on a continuous basis; taking responsibility for your own CPD.
- Recognise own strengths and areas of expertise and use these to advise and support others.
- Maintain at all times the utmost confidentiality with regards to all reports, records, personal data relating to staff and students and other information of a sensitive nature acquired in the course of undertaking duties for the Trust, with due regard to General Data Protection Regulations.
- Carry out any other reasonable instructions commensurate with the post in order to support the work of the Trust and its Academies.

Job Description

This job description is illustrative of the general nature and level of responsibility of the work to be undertaken commensurate with the grade. It is not a comprehensive list of all the responsibilities, duties and tasks relating to the post. This job description does not form part of your contract of employment.

The post-holder may be required to undertake such work as may be determined by their line manager from time to time, up to or at a level consistent with the main responsibilities of the job.

This job description may be amended at any time in consultation with the post-holder.

Special Conditions of Employment

Truro and Penwith Academy Trust is committed to safeguarding and promoting the welfare of children and young people, ensuring a culture of valuing diversity, and ensuring equality of opportunities, and expects all staff and volunteers to share this commitment. The post-holder is required to follow all of the Trust's policies and

procedures in relation to safeguarding at all times, and to adhere to the statutory guidance 'Keeping Children Safe in Education'. The post-holder must take appropriate action in the event that they have concerns, or are made aware of the concerns of others, regarding the safety or well-being of children or young people.

All offers of employment are conditional and are subject to satisfactory pre-employment checks including receipt of original qualification documents, two satisfactory references, health screening, proof of eligibility to work in the UK, Childcare Disqualification check, a Disclosure and Barring Service (DBS) check and online searches.

PERSON SPECIFICATION – School Office Administrator

Person Specification	Essential	Desirable	Recruiting Method
Education and Training	GCSE's or equivalent to include Maths & English at a C/4 grade or above NVQ in business administration or equivalent experience	Admin or IT related qualifications at level 3 Typing and word processing certificates	Application Certificates
Skills and Experience	Good standard of practical knowledge, skills and experience of working in an office environment Excellent customer service and communication skills Ability to work closely as part of a team as well as working under your own initiative Able to prioritise between different demands Able to meet deadlines and plan and manage own time effectively	Experience of working with children, young people, parents and families in a school or similar environment Experience of using Arbor or similar database	Application Interview Assessment
Specialist Knowledge and Skills	Able & confident in the use of IT – Office 365, word, excel, outlook – with great typing and word processing skills Demonstrate an understanding of issues linked to confidentiality Good communication skills, both written and verbal High level of accuracy and attention to detail Willing to work within organisational procedures, processes and to meet required standards for the role Excellent record of attendance and punctuality Able to relate well with pupils, teachers and parents Demonstrates an awareness, understanding and commitment to the protection and safeguarding of children and young people Demonstrates an awareness, understanding and commitment to equal opportunities Committed to promoting equality of opportunity and inclusion	Understanding of school policies and procedures Minute taking skills	Application Interview Assessment
Behaviours and Values	Ability to follow all school policies Trust & Integrity Flexibility & open to change	Willingness to play a full role in the life of the school	Application Interview Assessment

	Calm, kind & empathetic Willingness to learn and adapt to embrace new change initiatives	Show a commitment to school improvement	
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