

Salary:	NJC Pay Scale, Grade C
Responsible to:	Business Support Manager
Date of Job Description:	December 2025

Purpose of the Role:

- To provide high quality administrative and operational assistance across all areas of school (eg student, staff, finance etc.) as directed by line manager and or SLT
- To provide a friendly, welcoming professional and efficient Reception service to all stakeholders
- To act as the first point of contact for enquiries received in reception by phone, email or face to face; handling these in an appropriate and timely manner, ensuring an outstanding level of customer service.

Main Tasks and Responsibilities

Main Tasks and Responsibilities:

- Provide administrative, financial and organisational services to the school within set frameworks
- Place and process orders and invoices in accordance with agreed financial procedures
- To input data into spreadsheets and databases used, run reports as required i.e Bromcom, Sage and MCAS
- To act as the first point of call for all enquiries (phone, e-mail and in person) received in Reception. Performing this task with an outstanding level of customer service; taking and recording clear messages, passing messages on accurately and in a timely manner to the relevant person and the ability to filter calls where appropriate. Ensuring visitors sign in and offering support, information and hospitality as required ensuring that all of the above is handled in a confidential and professional approach at all times.
- Maintain records of free school meals and undertake related financial administration of school dinners, such as catering returns.
- To type up and format documents and letters as required.

- To sort all incoming post including emails to the admin account and distribute to relevant people and ensure outgoing post is sent in a timely manner.
- To undertake manual or electronic filing of documents within school
- To assist in undertaking regular audits of files within school as required
- To ensure office equipment and stationery levels are maintained
- To undertake any printing, photocopying, laminating, scanning or shredding of documents as required
- May handle small amounts of cash which is to be recorded
- Check incoming stock deliveries and arrange for distribution and storage
- Assist with arrangements for out of school visits, for example booking venues and coaches
- Assist with marketing and promotion material for the school
- Manage and maintain the diary of events and room hire
- May demonstrate own duties to new or less experienced staff

Indicative knowledge, skills and experience

- Experience in administrative and financial work.
- Experience in working in a school is desirable.
- Experience of computerised systems
- Excellent interpersonal communications skills.

Other Tasks and Responsibilities:

- To act in accordance with FCAT's Policies and Procedures
- To act as a role model, to encourage and promote non-discriminatory behaviour and ensure equality and diversity is sustained within FCAT and our academies
- To ensure compliance with the General Data Protection Regulations and maintain confidentiality in your working practices each day
- To adhere to FCAT's Safeguarding Policy and Procedures to ensure that the duty of care for all staff, including yourself to protect children and young people is maintained.