

Business Administration & Operations Assistant - Job Description & Person Specification

Main purpose of the role

We are looking for a highly organised, friendly and dependable person to provide practical administrative support across White Woods Primary Academy Trust. You will help manage diaries and calendars, coordinate bookings, support meetings and events, and make sure colleagues and schools receive a responsive, professional service

Specific Responsibilities

1. Diary, calendar and meeting coordination

- Support the effective management of the CEO's diary, arranging meetings, school visits, events and other commitments.
- Maintain the central Trust calendar, recording key meetings, events, deadlines, professional development and school activities accurately.
- Check for diary clashes, allow appropriate travel and preparation time, and raise potential problems early.
- Arrange virtual and in-person meetings, rooms, links, refreshments, visitors and practical requirements.
- Prepare and circulate agendas and papers; take clear notes or minutes when required; maintain action logs and follow up agreed actions.
- Keep contact lists, distribution lists and recurring meeting schedules up to date.

2. English Hub bookings and administration

- Manage enquiries, registrations and bookings for English Hub training, events, support programmes and meetings.
- Send confirmations, joining instructions, reminders, resources, attendance information and follow-up communications.
- Maintain accurate delegate, school and attendance records using agreed systems and spreadsheets.
- Coordinate venues, rooms, online links, catering, trainers, resources and event materials.
- Support evaluation and feedback processes and prepare straightforward participation or attendance information.
- Respond helpfully to schools and delegates, referring specialist questions to the appropriate English Hub colleague.

3. Trust events and professional development

- Provide administrative and logistical support for the annual Trust professional development day.
- Support Trust-wide pupil events, leadership meetings, governance events, celebrations, conferences and training.
- Manage invitations, bookings, attendance lists, name badges, resources, signage and evaluation forms.
- Liaise with schools, venues, suppliers and speakers under the direction of the event lead.
- Help ensure events are welcoming, well organised and appropriately resourced; attend some events where required.

4. Central-team operational administration

- Monitor shared inboxes and respond, redirect or escalate enquiries appropriately.
- Draft and format routine emails, letters, schedules, forms, presentations and other documents.
- Maintain orderly electronic records, templates, trackers and shared folders in line with Trust procedures.
- Support purchasing and invoice administration by obtaining information, raising requests and keeping simple records as directed.
- Coordinate stationery, resources, post, deliveries, meeting rooms and other practical office requirements.
- Support onboarding arrangements, Trust projects and other agreed central-team activities.
- Provide reception-style support for visitors and callers, creating a positive and professional first impression.

5. Communication, standards and development

- Communicate clearly, courteously and promptly with colleagues, schools, families, delegates and external contacts.
- Handle personal, confidential or sensitive information with discretion and follow data-protection requirements.
- Check work carefully for accuracy, spelling, dates and presentation before it is shared.
- Manage priorities, meet deadlines and keep colleagues informed when circumstances change.
- Learn to use the Trust's systems confidently, including Microsoft 365 or Google Workspace, online meeting platforms, spreadsheets and booking tools.
- Participate fully in induction, training, supervision and, if appointed as an apprentice, off-the-job learning and progress reviews.
- Follow safeguarding, health and safety, equality and all other relevant Trust policies.
- Undertake other duties reasonably consistent with the level and purpose of the role.

Person Specification

Area	Essential	Desirable
Qualifications and learning	• A good standard of written English and numeracy, or the ability and commitment to work towards the required standard. • Willingness to undertake training and develop administrative skills.	• Level 2 qualifications in English and mathematics. Level 2 business administration, IT or customer-service qualification.
Experience and potential	• Evidence of being organised, reliable and able to complete tasks carefully. • Experience of communicating with different people in a helpful and respectful way. • Some experience using digital tools to create documents, organise information or communicate.	• Administrative, reception, customer-service, events or education experience. Experience of calendars, bookings, spreadsheets, shared inboxes or taking notes.
Knowledge and digital skills	• Basic competence with email, word processing and online systems. • Ability to learn spreadsheets, calendars, video meetings and booking systems. • Understanding that confidential information must be handled carefully.	• Experience of Microsoft 365 or Google Workspace. • Awareness of safeguarding or data protection.
Communication	• Clear and polite written and verbal communication. • Good listening skills and confidence asking questions when unsure. Ability to produce accurate, well-presented routine work.	• Experience communicating with schools, customers, delegates or external organisations.

Area	Essential	Desirable
Organisation and approach	- Plans time, follows instructions and meets agreed deadlines. - Pays attention to names, dates, details and follow-up actions. - Can manage routine interruptions and changing priorities with support. - Uses initiative appropriately and knows when to seek guidance.	Experience helping to organise a meeting, event, course or group activity.
Values and personal qualities	- Friendly, professional and dependable. - Curious and keen to learn from feedback. - Takes pride in doing things well and aspires to excellence. - Works positively as part of a team. - Respects difference and is committed to inclusion. - Committed to safeguarding children.	Interest in education, professional development or working within a multi-school Trust.