

Salary:	NJC Pay Scale, Grade D
Responsible to:	Head of Human Resources
Date of Job Description:	February 2026

Purpose of the Role:

To provide high quality, professional and efficient administrative and operational assistance to the Central Services and Senior Leadership Team of the Fylde Coast Academy Trust. This includes HR, Finance, Data, Estates, Marketing, SLT and School Improvement Team activities.

Main Tasks and Responsibilities

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1. To act as the first point of contact for all enquiries (phone, e-mail and in person) received in the FCAT Central Services Office from our academies or external organisations. Performing this task with an outstanding level of customer service: taking and recording clear messages, passing these messages on accurately to the relevant person, filtering cold call enquiries where appropriate, providing response to enquiries where directed and able to do so. Ensuring that all of the above is handled in a confidential, professional, timely, pro-active, positive and supportive manner at all times.
2. To greet visitors to the FCAT Central Services Office and provide hospitality.
3. To efficiently and professionally set up meetings/training as requested liaising with attendees, arranging a mutually convenient and timely date, distributing agendas and relevant documents.
4. To take and type up accurate and detailed minutes/notes from meetings involving the FCAT Central Services Leads or Senior Leadership Team (e.g. FCAT SLT, FCAT Headteachers, Central Services, Trade Union, Human Resources Meetings, Finance Panel etc.)
5. To support the FCAT Central Services and Senior Leadership Team with all general administration as required across HR, Finance, Data, Estates, Marketing, SLT and School Improvement Team etc.
6. To type up and format documents and letters as required

7. To assist in initial proof reading of documents as required.
8. To input data into spreadsheets and databases, monitor and maintain these, manipulate and analyse data and run reports.
9. To undertake filing of documents within the FCAT Central Services.
10. To assist in undertaking regular central service audits of files across the Trust (e.g. recruitment, attendance management, payroll administration, finance etc.)
11. To undertake research for information using online resources as required.
12. To sort all incoming mail to the FCAT Central Services office and ensure this is distributed to the relevant person. To ensure the timely send out of all outgoing mail from the FCAT Central Services office.
13. To ensure FCAT Central Services office equipment and stationary levels are maintained.
14. To provide administrative operational assistance to the preparation and running of corporate events e.g. recruitment days, open days, away days, and health events as required.
15. To support the completion of online DBS checks for the FCAT Central Services including employees, third parties and contractors.
16. To monitor, maintain and keep up to date the FCAT Central Services Single Central Record.
17. To undertake any printing, photocopying, scanning or shredding of documents in the FCAT Central Services office as required.

General Duties:

- To act in accordance with FCAT's policies and procedures.
- To act as a role model and work in accordance with the Trust values: pride, ambition, respect, resilience, integrity and excellence.
- 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 ensure compliance with FCAT's Health and Safety Policy at all times.
- 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.
- To attend mandatory training and participate in performance development as required.
- To work in support of the Team FCAT Work and Wellbeing Charter.
- Any other tasks and responsibilities reasonably appropriate to this post and grade.