

JOB PROFILE

H3 Administrator Officer



POSITION TITLE H3 Administrator Officer (Fixed Term Maternity cover)	DIRECTORATE: Children Schools & Families
	DIVISION: H3 Federation
PAY LEVEL: NJC Scale 5, SCP (12-15) Term time only 37 hours a week (30 min Lunch) various working hour patterns	SECTION: H3 Business Unit
REPORTS TO: H3 Senior Administrator	

JOB PURPOSE

The postholder will play an essential role in supporting the smooth and effective operation of the H3 Federation by delivering high-quality, well-organised and proactive administrative services. As a flexible and confident administrator, you will work efficiently within a busy school office, collaborating positively with colleagues while managing your own responsibilities with accuracy, discretion and professionalism.

You will provide comprehensive administrative support across a broad range of school functions, including reception, student services, admissions, inclusion, behaviour, attendance, HR and finance. This will involve maintaining accurate pupil information on the school's Management Information System (Arbor), managing associated records and spreadsheets, and ensuring that all data is handled in accordance with safeguarding, confidentiality and data protection requirements. You will also support key operational processes such as staff cover, behaviour systems and attendance monitoring, helping to ensure that statutory duties are met and that pupils receive the support they need.

In addition, the postholder will contribute to the efficient daily running of the schools by assisting with Reception and Student Services when required, providing a professional and welcoming point of contact for pupils, parents, staff and visitors. Through your work, you will help maintain a positive, inclusive and well-organised school environment and support the Federation's commitment to high standards, safeguarding and continuous improvement.

MAIN DUTIES AND RESPONSIBILITIES

The administration team works collectively to provide a high-quality, efficient and supportive service to staff, pupils and parents. While individual administrators may take the lead on certain tasks, all team members are expected to develop the skills needed to carry out the full range of core administrative duties. This shared approach ensures consistency, flexibility and continuity across the Federations operations, enabling the team to support one another and maintain strong service standards at all times.

General Administration

- Prepare and issue communications as directed by the Senior Office Administrator, ensuring clarity, accuracy and professionalism.
- Maintain well-structured filing systems and ensure records are stored, archived and disposed of in line with the School Retention Policy.
- Manage the distribution of school reports and prepare signing in registers for parent/carer consultation evenings and other school events.
- Support fire evacuation processes by ensuring accurate visitor sign in/out records.
- Assist with maintaining statutory registers, including attendance, staff information and student records.
- Manage multiple shared inboxes, ensuring timely responses and appropriate escalation where necessary.
- Prepare letters, certificates, information packs and other documentation to support school operations.
- Draft and update “how to” guides for key administrative tasks to support consistent practice across the team.
- Assist with organising school events, meetings and training, including room bookings, materials and refreshments.
- Support general office functions such as photocopying, scanning, stationery stock control and maintaining office equipment.

Reception Duties

- Act as one of the primary points of contact for visitors, providing a warm, professional greeting and ensuring visitors are supported throughout their visit.
- Oversee the Sign In system, ensuring all visitors, contractors and supply staff are recorded and safeguarding protocols are followed.
- Respond promptly to enquiries in person, by telephone and via email, using tact, diplomacy and discretion.
- Relay messages and direct queries to the appropriate staff members accurately and efficiently.
- Support staff and students with day-to-day enquiries, offering guidance and signposting as required.
- Handle challenging or sensitive situations calmly, maintaining strict confidentiality, safeguarding awareness and compliance with data protection.
- Assist with administering staff absences, liaising with supply agencies, booking cover staff and ensuring safeguarding and compliance checks are completed.

Student Services

- Provide administrative support for student queries, including lost property, timetable information, uniform issues and general welfare.
- Maintain accurate student records relating to medical needs, emergency contacts and support plans.
- Assist with First Aid provision and keep records of students presenting as unwell or injured.
- Prepare student passes, letters and notifications relating to attendance, behaviour and pastoral matters.

- Support processes for issuing and managing student equipment, ID cards and other resources.

Inclusion Support

- Provide administrative assistance to the Inclusion and SEND teams, including preparing documentation for meetings and assessments.
- Maintain accurate records for pupils receiving additional support, ensuring compliance with SEND Code of Practice requirements.
- Assist with scheduling reviews, meetings and interventions (e.g., EHCP reviews, parent meetings, external agency appointments).
- Support the coordination of internal and external referrals, ensuring documentation is complete and securely stored.
- Update tracking systems used by the Inclusion team for interventions, progress, support plans and communication logs.

Admissions

- Support the admissions process across all year groups, ensuring accurate and timely communication with parents/carers and the local authority.
- Maintain admissions records in Arbor and associated spreadsheets.
- Coordinate welcome information, induction packs and documentation for new starters.
- Assist with preparing transition materials and liaising with previous schools where required.
- Ensure all admissions files meet statutory and safeguarding expectations.

Behaviour & Attendance

- Support behaviour tracking systems by updating records, issuing letters and maintaining logs.
- Assist pastoral and behaviour staff with preparing reports and data summaries.
- Support attendance processes by recording absences, contacting parents and helping generate attendance reports.
- Ensure attendance documentation is accurate and compliant with statutory requirements.

Human Resources Support

- Assist the Senior Administrator with HR administration including maintaining staff records, absence logs and training documentation.
- Help prepare recruitment packs, advertise vacancies and acknowledge applications.
- Support onboarding processes for new staff, including induction paperwork and safeguarding documentation.
- Maintain confidentiality and ensure all HR information is stored in line with data protection legislation.

Finance Support

- Support basic financial administration such as raising purchase orders, checking deliveries and assisting with invoice processing.
- Maintain accurate records of expenditure, receipts and budget related documentation under the guidance of the Finance Officer.

- Assist with school trips and events by collecting payments, reconciling funds and preparing financial records.
- Help monitor stock levels and support procurement processes as required.

Innovation (Decision-Making and Creativity)

- Use initiative to prioritise workload, resolve issues and recommend improvements to administrative systems.
- Demonstrate flexibility and adaptability in response to changing school priorities and demands.
- Seek opportunities to develop new skills and implement improved processes to support efficiency.
- Identify areas where automation or digital solutions can streamline administrative tasks and share recommendations with the Senior Administrator.

Other Duties

- Undertake First Aid training and assist students who present as unwell, ensuring accurate records are maintained.
- Provide support across admissions, student services, cover, inclusion, HR and finance as directed by the Senior Administrator.
- Carry out other reasonable duties to support the smooth and efficient operation of the school.

Equalities

- The H³ Federation and its Governing Body are committed to ensuring consistency of treatment and fairness, and will abide by all relevant equality legislation
- The Federation will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

Safeguarding Children

The post holders' responsibility for promoting and safeguarding the welfare of children and young people for whom they come into contact will be to adhere to and ensure compliance with the School's Safeguarding and Child Protection Policy at all times. If, in the course of carrying out the duties of the post the post holders become aware of any actual or potential risks to the safety or welfare of children in the school, they must report any concerns to their Line Manager or the School's Designated Safeguarding Lead.

The H³ Federation is committed to safeguarding and promoting the welfare of young people and expects all staff to share this commitment. This post will be subject to an enhanced DBS disclosure.

Commensurate statement

The postholder must demonstrate a flexible approach in the delivery of work. Consequently, the postholder may be required to undertake any other reasonable duties not specifically identified in the job profile but commensurate with the scope, grade and responsibilities of the post as determined by the manager.

PERSON SPECIFICATION

QUALIFICATIONS & TRAINING

Essential:

- At least 5 GCSE or Level 2 passes which must include Maths and English Language or hold equivalent qualifications.

Desirable:

- First Aid at Work qualification (full course not appointed person course) or willingness to obtain
- Educated to a minimum of A level or equivalent level 3 qualifications in School administration or school business.

EXPERIENCE

Essential:

- Demonstrated experience working in a fast-paced and dynamic office environment.
- Proficient in MS Word, Excel, and Google Workspace, with hands-on experience using these tools effectively.

Desirable:

- Previous experience of working in educational setting
- Knowledge of school MIS (Arbor)

SKILLS, KNOWLEDGE AND APTITUDE

Essential:

- Have excellent ICT skills.
- The ability to work flexibly as part of a team and to work cooperatively and collaboratively.
- Be an effective communicator, both in writing and spoken, particularly when writing personal letters to parents/carers.
- Have high levels of personal integrity.
- Ability to be highly productive and work under pressure.
- To be conversant with the school's Equal Opportunities Policy and at all times work to further the school's aims with regard to equal opportunities and raising achievement.
- To be committed to working cooperatively towards the aims of the H3 Federation.

Desirable:

- Knowledge of school admission procedures
- Knowledge of safeguarding procedures
- Ability to work with students with SEND

PERSONAL ATTRIBUTES

Essential:

- Energy, ambition and enthusiasm.
- Ability to establish and maintain effective working relationships at all levels whilst demonstrating a flexible approach as a team-player.
- Have a reassuring, understanding and sympathetic nature.
- Maintain confidentiality at all times.

Desirable:

- Energy, ambition and enthusiasm with a willingness to develop new skills.