

Job Description and Person Specification

Role

Office Administrative Assistant

Primary School

Grade: Scale 4

Reporting to: Senior Leadership Team

The Saint John Southworth Catholic Academy Trust is committed to creating a diverse workforce. We will consider all qualified applicants for employment without regard to sex, race, religion, belief, sexual orientation, gender reassignment, pregnancy, maternity, age, disability, marriage or civil partnership.

Job Description

Corporate Responsibilities

- To contribute to a working environment underpinned by the principles of Catholic Social Teaching
- To ensure probity, propriety and adherence to the Nolan Principles both in personal conduct and throughout the Trust
- To comply with policies and procedures relating to safeguarding and report any such suspicions, no matter how small, to the Designated Safeguarding Lead or in the case of concerns about a member of staff, the Headteacher
- To comply with all other policies, procedures, working practices and regulations, in particular, Equality and Diversity, Health and Safety, Confidentiality, Data Protection and Financial Regulations in line with our Scheme of Delegation
- To be accountable to and carry out any reasonable request from the Headteacher(s) / Line Manager

This is a school-based role that will involve contact with children.

Key Duties and Responsibilities

- To be an ambassador for the school when meeting families and other visitors and to act as a first point of reference at reception for all queries to the school, by telephone and in person
- To assist staff, pupils and visitors in a helpful, confidential and diplomatic manner
- To offer a helpful, friendly, confidential and professional customer service to all stakeholders at all times and take appropriate action on own initiative, resolving minor matters and referring more serious matters to an appropriate member of staff
- To provide general assistance to the Senior Leadership Team (SLT), including general word processing, correspondence, reports, data inputting and standard letters to families
- To assist with the appointment diary for the Head of School
- To assist event management regarding school events by sending invitations and noting replies, providing refreshments and ordering catering
- To provide general administration assistance to the SLT
- To complete End of Year processes as directed by the SLT
- To maintain stock levels of administrative supplies and make orders as necessary
- To receive and distribute incoming post and parcels and process outgoing post and parcels
- To assist with the entering, processing and maintaining of in-year applications
- To update manual and computerised record/information systems
- To assist with managing the school's email inbox, ensuring the school meets its expected response times and that emails are forwarded to the relevant staff member as necessary
- To manage and organise completed forms from parents and carers
- To report any issues with the school's Information Technology (IT) systems

- To maintain high standards when managing confidential information, complying with the school's data protection procedures and legal requirements at all times
- To input data using management information systems
- To provide administrative support to staff as needed
- To carry out filing, printing and photocopying
- To maintain the operation of the printers and photocopier to ensure they are ready to use at all times, resolving any issues as necessary
- To assist with organising parents' evenings and other meetings and events, including the organisation of rooms and equipment and providing refreshments as required
- To keep records in accordance with the Trust's record retention schedule and data protection law, ensuring information security and confidentiality at all times
- To deal with telephone and face-to-face enquiries efficiently and in a professional and supportive manner
- To seek support from other colleagues where necessary to respond to complex enquiries
- To respond to messages promptly and accurately, passing on information to relevant staff members as necessary
- To assist staff and pupils with the information and support they need
- To control access to the school in line with the school's safeguarding procedures, including signing in visitors, checking identification as necessary, issuing passes and notifying them of safeguarding and safety procedures
- To be alert to unknown individuals on the school premises and report any concerns in line with the school's procedures
- To update and distribute online and offline communications (e.g. letters, newsletters, social media posts, etc.) to parents, staff and other stakeholders
- To assist with marketing and promoting the school
- To be a named First Aider at the school and deal with First Aid for pupils and staff
- To follow procedures in relation to pupil sickness and notifying families

Professional Development

- To be committed to own professional development
- To establish and participate in training opportunities, meetings and networks to support and maintain excellent skills, techniques and knowledge
- To seek feedback and act on it to improve performance within and beyond formal coaching and appraisal opportunities
- To undergo regular observations and participate in regular in-service training (INSET) as part of continuing professional development (CPD)

Fluency Duty

In line with Part 7 of the Immigration Act 2016, the Government has created a duty to ensure that all Public Authority staff working in customer facing roles can speak fluent English to an appropriate standard. For this role, the post holder is required to meet the advanced fluency level. The post holder should demonstrate they can:

- Express themselves fluently and spontaneously at length effortlessly
- Explain difficult concepts simply without hindering the natural smooth flow of language
- Take responsibility for promoting high standards of literacy, articulacy and the correct use of standard English in the Trust

We are committed to safeguarding and promoting the welfare of children and we expect all staff to share this commitment. All successful staff will undertake an Enhanced Disclosure and Barring Service Check with Children's Barred List.

This post is exempt from the Rehabilitation of Offenders Act (ROA) 1974. The amendments to the ROA 1974 (Exceptions Order 1975, (amended 2013 and 2020)) provides that when applying for certain jobs, certain spent convictions and cautions are protected and they do not need to be disclosed to employers. If they are disclosed, employers cannot take them into account. Guidance about whether a conviction or caution should be disclosed can be found on the [Ministry of Justice website](#) and further information about filtering offences can be found in [DBS filtering guide](#).

The Trust is committed to making any necessary reasonable adjustments to the job role and the working environment that would enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

Date: August 2025

This job description is illustrative of the responsibility of the post and not necessarily a comprehensive list of tasks.

Post holders are expected to undertake work in line with the level and pay band of the post determined by the Line Manager.

This job description will be reviewed with the post holder in relation to need or on an annual basis through appraisal and whole-Trust review of strategy and effectiveness.

Name: _____

Signature: _____

Date: _____

Person Specification

	Essential Requirements	Desirable Requirements	How Identified
Qualifications	<ul style="list-style-type: none"> Minimum of five GCSEs (A-C/ 4+) including English and Maths or equivalent e.g., Adult Literacy/Numeracy at level 2 First Aid training (or willingness to complete it) 		<ul style="list-style-type: none"> Application
Experience	<ul style="list-style-type: none"> Carrying out administrative tasks Dealing with face-to-face and telephone interactions Working with children or young people Working and collaborating within a team 	<ul style="list-style-type: none"> Working within a school or educational setting 	<ul style="list-style-type: none"> Application Interview
Knowledge, Skills and Ability	<ul style="list-style-type: none"> Ability to respond quickly and effectively to issues that arise Excellent attention to detail Ability to use relevant office equipment effectively Understanding of data protection and confidentiality Ability to use their initiative and work unsupervised Working knowledge of Microsoft Office Software, e.g. Excel and Word Excellent literacy, numerical, analytical 	<ul style="list-style-type: none"> Working knowledge of Arbor (management information system and school software) 	<ul style="list-style-type: none"> Application Interview References

	<p>and problem-solving skills</p> <ul style="list-style-type: none"> • A proactive approach to identifying and resolving issues creatively and flexibly • Ability to communicate effectively both orally and in writing to a variety of audiences • Excellent stakeholder service skills and the ability to understand the needs of the school • Excellent organisational and time management skills and the ability to prioritise work for oneself • Ability to disseminate knowledge and good practice to other members of the school • Understanding of the need to meet internal and external deadlines 		
Personal Circumstances	<ul style="list-style-type: none"> • Legally entitled to work in the UK • Ability to perform all duties and tasks with reasonable adjustments, where appropriate, in accordance with the Equality Act 2010 	<ul style="list-style-type: none"> • Flexibility to support out of hours activity on occasion 	<ul style="list-style-type: none"> • References • Interview