Job Title: Office Administrator
Location: Abbey Schools
Start Date: 4th January 2027
Contract Type: Permanent
Salary: NJC Scale: SCP 8 – 10
Gross Pro Rata Salary: £23,939 - £24,716
Weekly Hours: 37
Working Weeks: 190 days TTO + 5 days

We are seeking to appoint an enthusiastic, highly organised and professional Office Administrator to join our friendly and dedicated team.

This is an exciting opportunity to become a key member of our administration team, providing high-quality administrative support that contributes directly to the smooth and effective operation of the school. As one of the first points of contact for pupils, parents, staff and visitors, you will play a vital role in creating a welcoming, efficient and professional environment for our entire school community.
The successful candidate will be an excellent communicator with strong organisational and ICT skills, capable of managing a varied workload whilst maintaining accuracy, confidentiality and professionalism at all times.

About Us

Our school is at the heart of its local community and is committed to providing a nurturing, inclusive and inspiring environment where every child can thrive. As part of Melrose Learning Trust, we are dedicated to delivering excellent educational experiences whilst ensuring the highest standards of service and support for our pupils, families and staff. We are now seeking an individual who shares our commitment to professionalism, excellence and outstanding customer service.

Key Responsibilities

The successful candidate will:

- Provide a welcoming and professional reception service.
- Act as a first point of contact for parents, pupils, visitors and external agencies.
- Manage telephone, email and face-to-face enquiries.
- Maintain accurate pupil and staff records.
- Support attendance administration and reporting.
- Assist with school communications and correspondence.
- Process orders, invoices and financial documentation.
- Assist with the administration of out of school clubs.
- Provide First Aid
- Support safeguarding administration procedures.
- Maintain school databases and management information systems.

- Ensure compliance with GDPR and confidentiality requirements.
- Provide general administrative support across all areas of school operations.

We Are Looking For Someone Who:

- Has excellent administration and organisational skills.
- Has strong ICT skills and experience using Microsoft Office applications.
- Has outstanding communication and interpersonal skills.
- Can prioritise work effectively and meet deadlines.
- Maintains high levels of accuracy and attention to detail.
- Is professional, approachable and solution focused.
- Understands the importance of confidentiality and safeguarding.
- Works effectively both independently and as part of a team.

We Can Offer

- A welcoming and supportive school community.
- Friendly and dedicated colleagues.
- Access to high-quality Trust-wide professional development.
- Employee wellbeing initiatives.
- Local Government Pension Scheme.
- Access to Trust benefits, including cycle-to-work and employee discount schemes.
- Opportunities for future career progression within Melrose Learning Trust.

The school is committed to safeguarding and promoting the welfare of children and young people. The successful applicant will be required to undertake an enhanced DBS check, online search checks and all safer recruitment checks in line with Keeping Children Safe in Education.

How to Apply:

If you have the skills and drive to be successful in this role, we will warmly welcome your application.

Visits to school are strongly encouraged, please contact us on 01325 380748 and we will arrange a suitable time. For more information about us, please visit www.abbeyschools.org.uk

Closing Date for Applications: 8am Monday 23rd November 2026
Interviews: Friday 27th November 2026
Position Available: 04th January 2027

Abbey Schools are committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. The successful applicant will be subject to relevant vetting checks in line with Keeping Children Safe in Education Part 3, including an enhanced disclosure, satisfactory references, before an offer of employment is confirmed. All shortlisted candidates will be subject to an online check as part of the safer recruitment process. Abbey Schools welcomes a diverse population of both children and staff and is committed to promoting and developing equality of opportunity in all its functions.

Office Administrator Job Description

POST:	Office Administrator 37hpw 190 days TTO + 5 days
SALARY GRADE:	NJC 8 - 10
RESPONSIBLE TO:	School Business Manager
JOB PURPOSE:	To provide highly effective administrative support that contributes to the smooth and efficient operation of the school. • The role will support the delivery of excellent customer service, maintain accurate school records and systems, assist with financial and attendance administration and ensure effective communication with pupils, parents, staff and external stakeholders. • Support the senior administrator in ensuring that communication and data systems work effectively, including all systems that contain or report student data or are used to inform staff. • To work collaboratively with other members of the administration team, Senior Leadership Team, Governing Body and staff in achieving school's strategic aims.
ACCOUNTABILITIES/MAIN RESPONSIBILITIES	
Reception and Customer Service	• Provide a professional and welcoming reception service. • Receive and assist visitors in accordance with safeguarding procedures. • Answer telephone calls and respond to enquiries effectively. • Manage incoming and outgoing mail and email communications. • Ensure visitor signing-in procedures are followed.
Administration	• Maintain accurate pupil, staff and school records. • Produce letters, reports, forms and correspondence. • Manage filing systems, both paper and electronic. • Support school events, meetings and appointments. • Maintain office systems and procedures.
Attendance and Pupil Information	• Record and monitor pupil attendance. • Follow attendance procedures and contact parents where required. • Produce attendance reports and supporting information. • Assist with admissions and leavers documentation. • Support statutory returns and census activities.
Financial Administration	• Raise purchase orders and process invoices. • Support ordering and procurement activities. • Process parental payments and maintain associated records. • Support reconciliation and finance administration processes. • Ensure financial records are maintained accurately.

Information Management	• Maintain school databases and management information systems. • Ensure data is recorded accurately and updated promptly. • Generate reports as requested by leaders. • Support communication systems across school.
Safeguarding and Compliance	• Support safeguarding administration processes. • Maintain confidentiality of sensitive information. • Comply with GDPR and Trust policies. • Assist with maintenance of personnel and compliance records. • Undertake required safeguarding training. • Be responsible for promoting and safeguarding the welfare of pupils in line with policy and legislation, raising concerns as appropriate.
General Responsibilities	• Promote the school's vision, values and ethos. • Develop positive relationships with pupils, families and colleagues. • Participate in training and professional development. • Undertake any other duties commensurate with the grade of the post.
Data Protection	• To comply with Melrose Learning Trust policies and supporting documentation in relation to Information Governance, this includes Data Protection, Information Security and Confidentiality.
Equalities	• Promote inclusion and acceptance. • Within own area of responsibility work in accordance with the aims of the Equality Policy, treating individuals with the respect for their diversity, culture and values.
Flexibility	• The school provides front line services, which recognises the need to respond flexibly to changing demands and circumstances. Whilst this job outline provides a summary of the post, this may need to be adapted or adjusted to meet changing circumstances. Such changes would be commensurate with the grading of the post and would be subject to consultation. All staff are required to comply with Trust, and school's own local policies and procedures.
Customer Service	• The school requires a commitment to equity of access and outcomes, this will include due regard to equality, diversity, dignity, respect and human rights and working with others to keep vulnerable people safe from abuse and mistreatment. • The Trust requires all staff to always offer a professional level of service.

Office Administrator Person Specification

	Essential upon appointment	Desirable on appointment	Evidence
Qualifications	• GCSE Grade 4/C or above in English and Mathematics and/or NVQ Level 3 Business & Administration or equivalent	• Previous experience of working within a school office	• Application
Knowledge and Experience	• Demonstrate experience of working in a fast-paced environment ensuring accuracy and efficiency when balancing multiple responsibilities and deadlines. • Demonstrate experience of working harmoniously and positively with a variety of employees and stakeholders. • Knowledge of health and safety requirements to ensure compliance. • Some understanding of onboarding new staff and the employee life cycle to support in the completion of HR requirements.	• Finance experience including monitoring, reporting, and data input • Experience of working within a school • Experience of school MIS system • Experience of supporting Senior Leaders on project work as directed.	• Application • Interview • Tasks • reference
Communication	• Ability to verbally communicate clearly and purposefully with pupils, staff and the wider community in a way that is empathetic, understanding and informative. • Clear and precise written records/letters/emails to ensure key messages and information are understood.	• Exceptional verbal and written communication with multiple external stakeholders	• Application • Interview • Tasks • reference
Skills	• Able to support in the delivery of services and systems applicable for effective school management. • Able to seek value for money initiatives. • Able to use a range of ICT packages.	• Demonstrate consistent and effective use of a range of appropriate strategies for admin management. • Experience of and willingness to participate in meetings	• Application • Interview • Tasks • reference

	• Willingness to constructively challenge the work of self and others to continually improve own and team performance. • Be able to establish good relationships and encourage good working practices within the whole school team. • To work effectively with outside professionals that are brought into school to enhance children's learning.		
Relationships with Parents and the Wider Community	• Understand the need to liaise with outside agencies responsible for pupil welfare. • Communicate effectively with parents and carers. • To be an active part in the wider community and to support the ethos of the school.	• Prepare and present informative reports to parents. • To be aware of the impact of mental health and well-being on children and staff and to be able to use strategies to support this	• Application • Interview • Tasks • reference
Other	• An enhanced DBS check (completed on appointment). • A commitment to engage and participate in CPD opportunities.		• DBS • Pre-Employment safeguarding checks
Confidential References	• Two individual references covering a minimum of 2 years working history	• Strong recommendation from both referees • Additional references for any historic educational establishments	• References