

## Job Description

**POST TITLE:** Office Administrator

**GRADE:** 6

**RESPONSIBLE TO:** Administration Manager

### JOB PURPOSE

To support the effective service delivery, working under the supervision of the Administration Manager to ensure that efficient, effective and professional administrative services are provided for all stakeholders.

### GENERAL RESPONSIBILITIES

1. Support the overall Christian ethos of the Trust.
2. Be aware of and comply with Trust policies and procedures including but not exhaustive of:
  - Acceptable Use of IT Policy
  - Code of Conduct
  - Extremism & Radicalisation Policy
  - Health, Safety and Security Policy & Guidance
  - Keeping Children Safe in Education (Part 1) Guidance
  - Safeguarding Policy and Training Slides
  - Whistleblowing Policy
  - IT Pack including Acceptable Use Statement
  - Health, Wellbeing and Benefits Policy
  - Finance Policy
3. Be aware of and support difference and ensure equal opportunities for all.
4. Contribute to the overall aims of the Trust and Academy Improvement Plans
5. To develop and implement own professional development and skills
6. To behave in a manner that is professional, friendly, fair with students and colleagues demonstrating and role modelling politeness and respectfulness
7. To demonstrate an excellent record of attendance and punctuality.
8. Work cooperatively as part of the Trust wide staff team
9. Undertaking any other duties which may reasonably be regarded as within the nature of the duties and responsibilities/grade of the post as defined.

### SPECIFIC RESPONSIBILITIES

- Make maximum use of the Academy's communications portals, ensuring correspondence is effective and enhance the Academy's visibility and reputation.
- Facilitate effective internal communications within the academy, ensuring transparent and timely dissemination of information to all staff members.
- Manage a calendar of all upcoming events and significant dates, advertising on appropriate social media platforms to reach a broad audience. Schedule regular posts about events, achievements, and updates.
- Regularly update the Academy's website to ensure it complies with all regulatory standards. Use the Trust's Audit form as a checklist to ensure all updates are completed.
- Support the planning, allocating, and effective delivery of work experience programme, including building and maintaining relationships with employers to ensure smooth operations. Responsibilities also include developing and maintaining an employer database, answering queries via telephone, email, and in-person, and ensuring all statutory requirements regarding health and safety are met through thorough checks and reviews. Additionally, the role requires organising and collecting feedback from both employers and students to continually improve the programme.
- Ensure all telephone and personal enquiries are dealt with efficiently and effectively in a way which promotes a positive image of the Academy.
- Manage the necessary paperwork for student suspensions and permanent exclusions, ensuring accurate information and submitting appropriate correspondence. Collate information for reintegration meetings to support year leaders.

- Provide first aid assistance to staff, students and visitors as and when necessary; having oversight of the collation of necessary information for first aid investigations.
- Support the provision of a comprehensive reception service, including greeting visitors to the Academy and ensuring relevant safeguarding checks are made, including receiving parents and students, dealing with general enquiries face to face or by telephone; taking messages or referring matters to the appropriate person;
- Proactively take responsibility for ensuring visitor information is provided in advance of their arrival where possible, enforcing the correct safeguarding procedures are followed;
- Undertake a comprehensive range of administration tasks, ensuring prioritization and meeting deadlines. Perform general office duties such as answering calls, minute taking, and photocopying.
- Supporting with officer cover where necessary;
- Enter and retrieve data related to students on the MIS database and other software packages as required.
- Assist with student welfare duties, dealing with sick students, liaising with parents/carers, and resolving complex student matters.
- The specific responsibilities are not exhaustive and are subject to change. Alternative duties commensurate with the level of the post may be allocated according to need.

## **STAFF CONDUCT**

- All employees are expected to familiarise themselves and follow the Trust vision and ethos during their working lives with Archway Learning Trust.
- We are professional people and expect professional conduct (behaviour and language) based on mutual respect, good manners, politeness and common courtesies for all members of our community. We expect that at all times employees behave in a manner that role models positive behaviours for our students to follow.
- Physical violence, verbal abuse and swearing are unacceptable and not tolerated.
- Employees are expected to maintain a professional relationship with students.
- Staff will be fully supported by the Trust at all times in carrying out the behaviour policy.

## **DRESS CODE**

- The Trust expect staff to wear professional business dress mirroring our high expectations of our student dress code.

PERSON SPECIFICATION – OFFICE ADMINISTRATOR		
	ESSENTIAL	DESIRABLE
<b>EDUCATION &amp; TRAINING</b>		
NVQ 2 or equivalent qualification or experience in Business Administration or other relevant discipline	*	
Take responsibility for own professional development and be willing to partake in further in-service or external staff development and training.	*	
Possess or must be willing to train for the First Aid at Work or Emergency First Aid at Work qualification approved by the HSE as requested.	*	
<b>EXPERIENCE</b>		
Previous experience of busy reception areas or administrative offices, requiring the ability to prioritise a busy and varied workload.	*	
Previous experience of working within an educational setting.		*
Previous working knowledge of SIMS.net database		*
An interest in office processes and systems	*	
Willingness to identify and develop own IT skills	*	
Ability to create and analyse data	*	
<b>PROFESSIONAL SKILLS</b>		
Communicate effectively verbally, in writing and through IT to a wide range of internal and external audiences.	*	
Ability to work flexibly in a team situation whilst being able to prioritise, show initiative and work independently, ensuring key routine tasks are achieved within deadlines.	*	
Excellent organisational skills with a willingness to respond positively to changing circumstances.	*	
Strong use of Microsoft packages	*	
Strong organisational and administrative skills	*	
Good time management skills	*	
<b>PERSONAL QUALITIES</b>		
Confidence and independence	*	
Ability to work as part of a team understanding school roles and responsibilities and your own position within these.	*	
Builds and maintains effective relationships with colleagues and stakeholders in a fair and equitable manner.	*	
Commitment to Equal Opportunities	*	
Willingness to work within the Christian framework of the Trust.	*	
Suitability to work with children. Enhanced DBS check.	*	
Confidence and independence	*	
Ability to work as part of a team understanding school roles and responsibilities and your own position within these.	*	
Builds and maintains effective relationships with colleagues and stakeholders in a fair and equitable manner.	*	
Commitment to Equal Opportunities	*	