



THE HOLLINS JOB DESCRIPTION	
JOB TITLE	Office Administrator
GRADE	Grade 3
RESPONSIBLE TO:	Operations Manager
Main responsibilities <ul style="list-style-type: none"> - To be the first point of call for visitors to the school, extending a warm welcome to callers including parents, visitors, contractors and delivery staff. - To deal effectively with telephone calls, transferring callers to relevant staff, taking and passing on messages as required and dealing with routine enquiries in a professional and friendly manner, including responding to general school emails on a daily basis. - To follow safeguarding procedures by issuing passes and lanyards to visitors, ensuring that visitors are signed into and out of the school and checking DBS information for anyone entering the school building. - Communicating with parents regarding all aspects of school life, receiving and passing on information between parents and teachers in a timely manner with minimum disruption to lessons. - To ensure that the reception area remains tidy and that literature in the reception area is kept up to date. - To receive and sign for all packages. - To provide general clerical and administrative support, for example, document processing, distributing mail, basic reprographics. - To work with your colleagues as a team to ensure that MIS systems are kept up to date with accurate information. - To undertake other duties of a similar level and responsibility as may be asked by your line manager or headteacher. 	
Support for the School <ul style="list-style-type: none"> - To assist in providing an atmosphere in which effective learning can take place. - To support the promotion of positive relationships with parents, carers and outside agencies. - To work within school policies and procedures. - To attend staff training as appropriate. - To take care for their own and other people's health and safety. - To be aware of the confidential nature of issues related to home/pupil/teacher/school work. - Be a qualified first aider 	
Note: In addition, other duties at no higher level of responsibility may be interchanged with/added to this list as required.	



Office Administrator - Person Specification	
Essential	Desirable
Qualifications and Experience	
<ul style="list-style-type: none"> Minimum of Maths and English (grade 4 (c) or equivalent) 	<ul style="list-style-type: none"> NVQ Level 2 in Business Administration or other qualification that will support the job description. First Aid Qualification.
Experience and Professional Knowledge	
<ul style="list-style-type: none"> Experience of working in a busy office environment. Experience of dealing effectively with the general public. Experience of working successfully and co-operating as a member of a team. Experience of understanding a range of administrative tasks. 	<ul style="list-style-type: none"> Experience of working in a school office environment. Experience of using a school MIS system.
Skills and Abilities	
<ul style="list-style-type: none"> Highly developed interpersonal skills. Ability to support and work as part of a high performing team. Ability to work under pressure and meet deadlines. Flexibility and a willingness to adapt to changing circumstances. Strong organisational skills and record keeping skills. Strong literacy, numeracy and ICT skills. Honesty, reliability, integrity and commitment. An enthusiastic and flexible approach to work. 	
Professional Attributes	
<ul style="list-style-type: none"> Highly motivated. Responds well to a challenge. Maintain high professional standards. Excellent communication skills. Commitment to own professional development. 	



Other	
<ul style="list-style-type: none">• Commitment to ensure that all children in your care are safe from harm/knowledge of safeguarding issues.• Commitment to health and safety.• Commitment to attendance at work.• Commitment to equality, diversity and inclusion.• Commitment to the school's values.	

The above form sets out the area of work in which duties will generally be focused, and gives an example of the type of duties that the post holder could be asked to carry out. **PLEASE NOTE** that this is for guidance only. Post holders are expected to be flexible and to operate in different areas of work/carry out different duties as required.

Equal opportunities

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

Health and safety

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must co-operate with us to apply our general statement of health and safety policy.

Safeguarding Commitment

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

Name: _____

Signed: _____

Date: _____