

## **Job Profile: Office Administrator**

**Job Title:** Office Administrator

**Location:** Academy

**Reports To:** Office Manager

**Grade:** Grade C

### **Job Purpose:**

The Office Administrator provides comprehensive administrative support across various functions, including reception duties, student attendance and record management and finance administration. This role ensures efficient communication between the school and its stakeholders, contributing to the smooth and effective operation of the school's day-to-day activities.

### **Key Responsibilities:**

- **Reception and Front-of-House:**

To serve as the first point of contact for visitors, parents, and external agencies, greeting them in a professional and welcoming manner. Responsible for answering phone calls, responding to emails, and directing inquiries to the appropriate staff members. Managing the signing-in and signing-out process for visitors, ensuring full compliance with safeguarding and security protocols. Coordinating and managing lost property and supporting the organisation of secondhand uniforms. Ensure the office and school premises remain tidy, organised, and well-maintained, working with the site team as necessary.

- **Administrative Support:**

Confidentiality provides administrative support using a range of operating platforms including Google Workspace, Microsoft, Go4Schools, Eventbrite, SIMS, and website management systems. Be able to manipulate, analyse and manage data effectively across these platforms to support school operations. Carryout filing, photocopying, managing documentation and mini bus bookings. Maintain accurate student records in compliance with GDPR, and assist in preparing reports, newsletters, and agendas. Ensure activities follow safeguarding and confidentiality protocols. Coordinate the booking of school facilities. General administrative support to the Headteacher and

leadership team as needed. Support our safer recruitment processes. Receive and filter urgent emails during academy holiday periods.

- **Marketing and Communication:**

Ensure effective communication between the school, parents, staff, and stakeholders by responding to enquiries promptly. Support the creation and distribution of newsletters, events and notices. Assist with organising school events, trips, and activities, and manage meeting schedules, agendas, and minutes. Updating the academy website and social media platforms.

- **Attendance and Records Management:**

Record and monitor student attendance, liaise with parents about absences, and ensure accurate records are maintained. Support the Office Manager and Trust's People Team in maintaining staff attendance, managing leave requests, and ensuring compliance with absence documentation.

- **Finance Administration Support:**

Communicating proactively with parents regarding their payment plans, schedules, and any outstanding amounts, as well as updating records, to ensure timely completion of payments for enrichment activities and school purchases.

- **First Aid responsibilities:**

Assist with first aid duties, ensuring a safe environment for students and staff. Administer basic first aid for minor injuries, maintain first aid supplies, and keep accurate records. Liaise with parents and healthcare professionals on pupil health matters, ensuring documentation is completed in line with school policies.

## **Person Specification:**

### **Essential:**

- Previous experience in an administrative or reception role, ideally within a school or educational environment.
- Excellent verbal and written communication skills, with the ability to interact professionally with staff, parents, and visitors.
- Strong organisational skills with the ability to manage multiple tasks and priorities in a busy environment.
- Strong IT literacy is essential – the ability to confidently use Google Workspace (Docs, Sheets, Drive, Calendar, etc.) is a key requirement.
- Experience of using graphic design platforms, website updates, and social media scheduling tools and experience with school management systems.
- High level of accuracy and attention to detail in managing records and handling administrative tasks.

### **Desirable:**

- Experience with financial processes such as invoicing, purchase orders, and petty cash reconciliation.
- Understanding of staff attendance, leave requests, and absence management.
- Knowledge of safeguarding policies and procedures within a school environment.

### **Personal Attributes:**

- A friendly, professional, and approachable manner when interacting with staff, students, parents, and visitors.
- Ability to work collaboratively with colleagues and contribute to a positive and supportive team environment.
- Strong problem-solving skills and the ability to respond to unexpected situations in a calm and efficient manner.

| FACTOR                               | ESSENTIAL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | DESIRABLE                                                                                                                                                                                          | ASCERTAINED BY                                                                                                         |
|--------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|
| <b>QUALIFICATIONS</b>                | <input type="checkbox"/> GCSE or equivalent in Maths and English.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <input type="checkbox"/> Typing or Word Processing qualifications e.g. RSA II.                                                                                                                     | <input type="checkbox"/> Application Form<br><input type="checkbox"/> Documentary Evidence                             |
| <b>EXPERIENCE</b>                    | <input type="checkbox"/> Previous experience in an office/administrative role.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <input type="checkbox"/> Previous experience in an education environment;<br><input type="checkbox"/> Experience of liaison with outside agencies.                                                 | <input type="checkbox"/> Application Form<br><input type="checkbox"/> References<br><input type="checkbox"/> Interview |
| <b>KNOWLEDGE &amp; UNDERSTANDING</b> | <input type="checkbox"/> Knowledge of Microsoft Office and Google Applications including Word and Excel;<br><input type="checkbox"/> Database knowledge;<br><input type="checkbox"/> Knowledge of preparing reports and general correspondence;<br><input type="checkbox"/> Knowledge of graphic design platforms;<br><input type="checkbox"/> Knowledge of social media scheduling tools.<br><input type="checkbox"/> Knowledge of websites                                                                                                                  | <input type="checkbox"/> Knowledge of school administrative systems;<br><input type="checkbox"/> Knowledge of the education service.<br><input type="checkbox"/> Knowledge of Google applications. | <input type="checkbox"/> Application Form<br><input type="checkbox"/> References<br><input type="checkbox"/> Interview |
| <b>SKILLS AND APTITUDES</b>          | <input type="checkbox"/> Ability to communicate effectively in a verbal and written form to a range of audiences;<br><input type="checkbox"/> Excellent interpersonal skills demonstrating the ability to relate well to pupils, parents, staff and governors;<br><input type="checkbox"/> Proven organisational skills with a high level of accuracy;<br><input type="checkbox"/> Ability to manage a variety of competing priorities and meet deadlines;<br><input type="checkbox"/> Ability to formulate ideas and solutions and present them effectively. |                                                                                                                                                                                                    | <input type="checkbox"/> References<br><input type="checkbox"/> Interview                                              |
| <b>DISPOSITION</b>                   | <input type="checkbox"/> Demonstrate a courteous and friendly approach;<br><input type="checkbox"/> Ability to be flexible and to adapt to changing circumstance;<br><input type="checkbox"/> Ability to act with confidentiality, tact and discretion;<br><input type="checkbox"/> Operate calmly and effectively;<br><input type="checkbox"/> Show initiative and be self-motivating.                                                                                                                                                                       |                                                                                                                                                                                                    | <input type="checkbox"/> References<br><input type="checkbox"/> Interview                                              |
| <b>PERSONAL QUALITIES</b>            | <input type="checkbox"/> Wholly supportive of the ethos of the academy;<br><input type="checkbox"/> Commitment to personal professional development;<br><input type="checkbox"/> Commitment to the equality of opportunity;<br><input type="checkbox"/> Strict adherence to the security requirements re: Child Protection and General Data protection regulations.                                                                                                                                                                                           | <input type="checkbox"/> Bringing personal interest and enthusiasm to the school community.                                                                                                        | <input type="checkbox"/> Application Form<br><input type="checkbox"/> References<br><input type="checkbox"/> Interview |
| <b>SPECIAL REQUIREMENTS</b>          | <input type="checkbox"/> An Enhanced Disclosure and Barring clearance is essential;<br><input type="checkbox"/> Good attendance record.                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                    | <input type="checkbox"/> Documentary Evidence                                                                          |

