

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
QUALIFICATIONS	<ul style="list-style-type: none"> GCSE or equivalent in Maths and English. 	<ul style="list-style-type: none"> Typing or Word Processing qualifications e.g. RSA II. 	<ul style="list-style-type: none"> Application Form Documentary Evidence
EXPERIENCE	<ul style="list-style-type: none"> Previous experience in an office/administrative role. 	<ul style="list-style-type: none"> Previous experience in an education environment; Experience of liaison with outside agencies. 	<ul style="list-style-type: none"> Application Form References Interview
KNOWLEDGE & UNDERSTANDING	<ul style="list-style-type: none"> Knowledge of Microsoft Office and Google Applications including Word and Excel; Database knowledge; Knowledge of preparing reports and general correspondence; Knowledge of graphic design platforms; Knowledge of social media scheduling tools. Knowledge of websites 	<ul style="list-style-type: none"> Knowledge of school administrative systems; Knowledge of the education service. Knowledge of Google applications. 	<ul style="list-style-type: none"> Application Form References Interview
SKILLS AND APTITUDES	<ul style="list-style-type: none"> Ability to communicate effectively in a verbal and written form to a range of audiences; Excellent interpersonal skills demonstrating the ability to relate well to pupils, parents, staff and governors; Proven organisational skills with a high level of accuracy; Ability to manage a variety of competing priorities and meet deadlines; Ability to formulate ideas and solutions and present them effectively. 		<ul style="list-style-type: none"> References Interview
DISPOSITION	<ul style="list-style-type: none"> Demonstrate a courteous and friendly approach; Ability to be flexible and to adapt to changing circumstance; Ability to act with confidentiality, tact and discretion; Operate calmly and effectively; Show initiative and be self-motivating. 		<ul style="list-style-type: none"> References Interview
PERSONAL QUALITIES	<ul style="list-style-type: none"> Wholly supportive of the ethos of the academy; Commitment to personal professional development; Commitment to the equality of opportunity; Strict adherence to the security requirements re: Child Protection and General Data protection regulations. 	<ul style="list-style-type: none"> Bringing personal interest and enthusiasm to the school community. 	<ul style="list-style-type: none"> Application Form References Interview
SPECIAL REQUIREMENTS	<ul style="list-style-type: none"> An Enhanced Disclosure and Barring clearance is essential; Good attendance record. 		<ul style="list-style-type: none"> Documentary Evidence

