



## **Job description: Administrative assistant/officer**

Lady Elizabeth Hastings Primary School is committed to creating a diverse workforce. We will consider all qualified applicants for employment without regard to sex, race, religion, belief, sexual orientation, gender reassignment, pregnancy, maternity, age, disability, marriage or civil partnership.

## **Job details**

**Salary: B1 – SP4 – Term Time Only - £10,085**

**Hours: 21 per week**

**Contract type: Part-time, permanent**

**Reporting to: School Business Manager**

## **Main purpose**

The administrative assistant/officer is responsible for supporting the administrative and organisational processes within the school. They will also act as the initial point of contact for parents/carers, visitors and other stakeholders, so will be an ambassador for the school and embody the value, vision and ethos of the school in all interactions.

## **Duties and responsibilities**

### **General administration**

- › Update manual and computerised record/information systems
- › Update and maintain the school calendar
- › Assist with managing the school's email inbox, ensuring the school meets its expected response times and that emails are forwarded to the relevant staff member as necessary
- › Manage and organise completed forms from parents and carers
- › Report any issues with the school's IT systems
- › Organise and distribute incoming and outgoing post
- › Provide administrative support to staff as needed
- › Carry out filing, printing and photocopying. Maintain the operation of the printer and photocopier to ensure it's ready to use at all times, resolving any issues as necessary
- › Assist with organising parents' evenings and other meetings and events, including the organisation of rooms and equipment, and providing refreshments as required

- › Keep records in accordance with the school's record retention schedule and data protection law, ensuring information security and confidentiality at all times

### **Attendance administration**

- › Monitor and maintain an accurate record of pupil attendance, producing reports as necessary
- › Monitor the late arrival of pupils and contact parents/carers to identify reasons for non-attendance, ensuring all safeguarding procedures are followed

### **Reception**

- › Act as the first point of contact for parents/carers and visitors arriving at the school
- › Deal with telephone and face-to-face enquiries efficiently and in a professional and supportive manner
- › Seek support from other colleagues where necessary to respond to complex enquiries
- › Respond to messages promptly and accurately, passing on information to relevant staff members as necessary
- › Assist staff and pupils with the information and support they need

### **Safeguarding**

- › Control access to the school in line with the school's safeguarding procedures, including signing in visitors, checking identification as necessary, issuing passes and notifying them of safeguarding and safety procedures
- › Be alert to unknown individuals on the school premises and report any concerns in line with the school's procedures
- › Administer the school's filtering and monitoring system for online safety, and escalate any safeguarding concerns following the correct safeguarding procedures

### **Written communication**

- › Write and send email responses that are professional and uphold the school's vision and values
- › Update and distribute online and offline communications (e.g. letters, newsletters, social media posts, etc.) to parents, staff and other stakeholders
- › Assist with marketing and promoting the school

### **Other areas of responsibility**

- › Read and follow the relevant school policies
- › Undertake training required to develop in the role
- › Ensure all duties and responsibilities are undertaken in line with the school's health and safety policy
- › Contribute to the safety of children and young people and protect them from harm

## Person specification

CRITERIA	QUALITIES
<b>Qualifications and training</b>	<ul style="list-style-type: none"> <li>• First aid training (or willingness to complete it)</li> <li>• GCSE English and math's (or equivalent)</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Working in a school environment</li> <li>• Carrying out administrative tasks</li> <li>• Dealing with face-to-face and telephone interactions</li> <li>• Working with children or young people</li> <li>• Working and collaborating within a team</li> </ul>
<b>Skills and knowledge</b>	<ul style="list-style-type: none"> <li>• Good oral and written communications skills</li> <li>• Ability to respond quickly and effectively to issues that arise</li> <li>• Ability to plan, organise and prioritise to meet deadlines</li> <li>• Ability to use own initiative and take action accordingly</li> <li>• Excellent attention to detail</li> <li>• Ability to use IT packages including word processing, spreadsheets and presentation software</li> <li>• Ability to use relevant office equipment effectively</li> <li>• Ability to build effective working relationships with colleagues</li> <li>• Understanding of data protection and confidentiality</li> <li>• Understanding of safeguarding</li> <li>• Proficient in using the SIMs Management System</li> </ul>
<b>Personal qualities</b>	<ul style="list-style-type: none"> <li>• Commitment to promoting the ethos and values of the school and getting the best outcomes for all pupils</li> <li>• Commitment to acting with integrity, honesty, loyalty and fairness to safeguard the assets, financial probity and reputation of the school</li> <li>• Ability to work under pressure and prioritise effectively</li> <li>• Commitment to maintaining confidentiality at all times</li> <li>• Commitment to safeguarding and equality</li> <li>• Embraces change well</li> <li>• Deals with difficult situations effectively</li> <li>• Willingness to work flexibly and occasionally change scheduled working hours or days when required.</li> </ul>

## Notes:

This job description may be amended at any time in consultation with the postholder.

**Last review date: 09/06/2026**

**Next review date: 09/06/20247**

**Headteacher/line manager's signature:**

\_\_\_\_\_ K. Hepworth \_\_\_\_\_

**Date:**

\_\_\_\_\_ 09/06/2026 \_\_\_\_\_

**Postholder's signature:**

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**Date:**

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