

Westwood College		
Job Description	Grade	Date
School Administration Assistant	Grade 2	September 2026

At Talentum Learning Trust, we pride ourselves on collaboration and continuous improvement. Our schools work closely together, sharing expertise and innovative practises to deliver high-quality, inclusive education that prepares pupils for a successful future. Join us and become part of a supportive team passionate about making a positive impact in the lives of young people.

Main Purpose

To work under the direction and guidance of the School Support Manager to provide general clerical, administrative and financial support to the school.

Support to Pupils, Parents and the Community

- Undertake reception duties, answer routine telephone, emails and face-to-face enquiries and sign in visitors.
- Provide a welcoming and professional first point of contact for pupils, parents, visitors and external agencies.
- Assist with pupil welfare matters and liaise with parents, staff and external agencies as appropriate.
- Assist with arrangements for school trips, events, parents' evenings and visits from external professionals and agencies.
- Contact parents regarding routine pupil matters as directed.

Administrative and Data Support

- Provide routine clerical and administrative support including photocopying, filing, scanning, emailing and completing routine documentation.
- Assist with managing shared school email inboxes and responding to routine enquiries.
- Maintain manual and computerised records and management information systems.
- Maintain and update pupil records and information using the school's management information systems, including Arbor.
- Ensure pupil and school data is entered accurately and maintained in accordance with school procedures.
- Produce lists, reports and information as required, including pupil, attendance, consent and free school meals data.
- Monitor school meal accounts and outstanding balances, communicate with parents regarding arrears and payment reminders, maintain accurate records of school meal debt and liaise with relevant staff regarding ongoing debt recovery processes in accordance with school procedures.
- Assist in maintaining the integrity, accuracy and confidentiality of school data.
- Support the production and distribution of pupil reports and other school communications.
- Assist in producing routine reports to meet internal and external deadlines.
- Support admissions and transition processes, including parent communications, account set-up and maintenance of pupil records.
- Provide administrative support for post-16 students, including maintaining records, processing documentation, supporting enrolment activities and assisting with communications to students, parents and external partners.
- Assist with the administration of educational visits, including communications, consent monitoring and record keeping.
- Support the administration of parents' evenings and other school events.
- Support the administration of school payment systems, dinner money records and consent processes.

- Prepare and distribute routine pupil correspondence, including attendance, behaviour and suspension letters, using approved school templates and under the direction of senior staff.
- Produce agendas and take minutes at staff briefings and routine school meetings.
- Sort, distribute and record incoming and outgoing mail.
- Undertake routine administrative procedures including transport, catering and appointment arrangements.
- Assist with administration relating to school meals and pupil records.
- Operate relevant ICT systems and software including Arbor, Microsoft Office, email systems and databases.
- Maintain and securely store office supplies, records and resources.
- Support room bookings, resource requests and school-wide administrative processes.
- Provide general advice and guidance to staff, pupils, parents and visitors on routine administrative matters.
- Assist with the administration, filing and distribution of approved pupil care plans and related documentation in accordance with school procedures.
- Maintain accurate records of care plan documentation and associated review dates on school systems and databases.
- Maintain administrative records relating to pupil medical information, including updating databases with review dates, expiry dates and information provided by authorised staff, in accordance with school procedures and data protection requirements.

Pupil Support

- Support pupils attending the school office and refer concerns to the appropriate member of staff.
- Liaise with parents and staff regarding routine pupil welfare matters.
- Maintain confidentiality when dealing with pupil information and sensitive matters.

Support to School

- Promote and safeguard the welfare of children and young people.

- Be aware of and comply with policies and procedures relating to safeguarding, health and safety, confidentiality, security and data protection, reporting concerns to an appropriate person.
- Support equality, diversity and inclusion.
- Contribute to the overall ethos, values and aims of the school.
- Appreciate and support the work of colleagues and other professionals.
- Attend and participate in relevant meetings, training and development activities.

Demonstrate procedures and provide guidance to colleagues, students or trainees where appropriate

**Person Specification
Clerical Assistant Level 2**

Essential Criteria	Measured By
Experience • General clerical/administrative/financial work. • Dealing with face-to-face and telephone interactions • Working with children and young people • Working and collaborating within a team	AF/I
Qualifications/Training • NVQ 2 Business and Administration or equivalent qualification or experience in relevant discipline. • GCSE English and maths (or equivalent) • First aid training (or willingness to complete it)	AF/I

Knowledge/Skills • Effective use of ICT packages. • Ability to use relevant equipment/resources. • Ability to use own initiative and act accordingly. • Good keyboard skills. • Knowledge or relevant policies/codes of practice and awareness of relevant legislation. • Ability to relate well to children and to adults. • Ability to plan, organise and prioritise to meet deadlines. • Methodical with a good attention to detail.	AF/I
Behavioural Attributes • Customer focused. • Has a friendly yet professional and respectful approach which demonstrates support and shows mutual respect. • Open, honest and an active listener. • Takes responsibility and accountability. • Committed to the needs of the pupils, parents and other stakeholders and challenge barriers and blocks to providing an effective service. • Demonstrates a “can do” attitude including suggesting solutions, participating, trusting and encouraging others and achieving expectations. • Is committed to the provision and improvement of quality service provision. • Is adaptable to change/embraces and welcomes change. • Acts with pace and urgency being energetic, enthusiastic and decisive. • Ability to work under pressure and prioritise effectively. • Communicates effectively. • Has the ability to learn from experiences and challenges. • Is committed to the continuous development of self and others by keeping up to date and sharing knowledge, encouraging new ideas, seeking new opportunities and challenges, open to ideas and developing new skills.	AF/I

AF – Application form

I – Interview

This job description is not exhaustive and may be amended from time to time in consultation with the post holder.

The Talentum Learning Trust is committed to safeguarding and promoting the welfare of pupils and expects all staff and volunteers to share this commitment.

In addition to the ability to perform the duties of the post, issues relating to safeguarding and promoting the welfare of children will need to be demonstrated these will include:

- ***Motivation to work with children and young people.***
- ***Ability to form and maintain appropriate relationships and personal boundaries with children and young people.***
- ***Emotional resilience in working with challenging behaviours and***
- ***Attitudes to use of authority and maintaining discipline.***