

**JOB ACCOUNTABILITIES**

<b>Job Title:</b> Administration Officer Level 2	<b>Job number / Grade</b> Scale 4
<b>Directorate :</b> Education	<b>Unit:</b> Schools

**JOB PURPOSE**

To manage the administrative support service to the school.

**SCOPE OF JOB (Budgetary/resource control, impact)**

Has contact with school visitors, teachers and support staff, parents, pupils, Governors and support staff in the Education Directorate etc.

Operates in a busy environment and required to juggle conflicting priorities.

The school office is often the focus of support activities in the school. All enquiries, visitors, pupils and staff will interact with those in the office. Staff have to perform their duties despite the constant interruptions.

Usually the first point of contact with parents or carers on the telephone or in person who may be distressed, demanding or occasionally aggressive. The initial response can impact significantly on how they continue to behave towards the staff member to whom they are referred.

Be able to act appropriately and decisively in the case of an emergency.

Will have access to confidential information which must be dealt with discretely.

Works closely with the school Bursar.

**POSITION WITHIN UNIT STRUCTURE**

Reports to the Head Teacher

**KNOWLEDGE, SKILLS & EXPERIENCE**

Administrative qualification, e.g., NVQ level 3 or equivalent by experience.

IT literate and able to operate software at an intermediate/advanced level.

Sound communication skills in both spoken and written English.

Able to use technology and office equipment to improve efficiency.

Able to relate to adults and pupils in a calm and sympathetic manner.

Have an understanding of cultural needs and sensitivities relating to race, religion and the wider community.

**JOB ACCOUNTABILITIES**

Manage the school office, ensuring that all staff are aware of the priorities and that the systems in place support the school in the achievement of its objectives.

Establish / maintain record keeping systems (manual and computerised) and ensure that they are up to date, accurate and meet the needs of the Head Teacher and staff.

Provide admin support to the Head Teacher and Senior Leadership Team (SLT) including managing appointments, creating promotional material and managing confidential correspondence.

Ensuring that correspondence documents are produced to the required standard and time scales.

Using various databases, produce a range of management information for the SLT and Governors, the Education Directorate and the DfE to assist the SLT in their decision making and to meet return deadlines.

Ensure that an efficient receptionist service is provided during school opening hours.

Perform duties in line with Health & Safety rules and to take remedial action where hazards are identified. Where hazards are serious, report to line manager immediately.