

# CHANCERY EDUCATION TRUST

## Job Description & Person Specification

*Chancery Education Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.*

<b>Job Title:</b>	School Office Administrator
<b>Line Management:</b>	Executive Headteacher

<b>Key Functional relationships</b>
<ul style="list-style-type: none"><li>• CEO</li><li>• Executive Headteacher/Headteacher/Head of School/Principal and Strategic Leadership and Management Team</li><li>• All Teaching and Support Staff</li><li>• Students and Parents</li><li>• Local Governing Board</li><li>• Consultants and Advisors</li><li>• External Bodies</li></ul>

<b>Generic Responsibilities</b>
<ul style="list-style-type: none"><li>• To commit to the Trust aims for safeguarding and promoting the welfare of children and young people</li><li>• To work with the leadership team and all staff to establish a thriving, high achieving learning community</li><li>• To work collaboratively in order to renew, develop and share the vision for the Academy/School and the Learning Community</li><li>• To be committed to continuous professional development relevant to the post including national development and personal training, needs supporting future career development</li><li>• To exhibit professional attitudes and encourage professional attitudes amongst all staff</li><li>• To contribute, at the appropriate level, to the development, monitoring, evaluation and review of the Academy/School's work</li><li>• To attend relevant meetings and to attend committees or working parties at whole Academy/School level, when required</li><li>• To encourage and foster active and constructive links with parents and members of the wider community</li><li>• To develop and maintain effective and positive working relationships with all partners and community organisations</li><li>• To promote and support the extra-curricular provision</li><li>• To commit to race and gender equality and opportunities for all</li><li>• To be aware of, adhere to and promote policies, procedures and codes of conduct ensuring you adhere to updates and amendments</li><li>• The willingness and ability to be deployed in any Academy/School within the Trust as the need arises</li><li>• To undertake any other duties commensurate with the post, as directed</li><li>• To uphold standards in public life</li></ul>

School Office Administrator

G.S.S. JD/PS Updated February 2026

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### Shared Responsibilities

- Be part of a collective responsibility of ensuring the smooth operations of the Academy/School administration
- To provide support as relevant to the Executive Headteacher and SLT
- Undertake reception duties, answering routine telephone calls and face to face enquiries and signing in visitors
- To deal competently and professionally with all telephone, email and face to face enquiries
- Organising the front reception area and ensuring this area is kept tidy and presentable
- Assist with ensuring stock levels for all consumables are maintained within the Academy/School office
- Administer first aid and prescribed medicines to children when necessary
- Undertake regular Paediatric First Aid Training
- Maintain compliance with Academy/School policies
- Liaise with parents/send comms re first aid incidents if needed

### Specific Responsibilities

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified

- To oversee and organise all visits, visitors and tours to the Academy/School ensuring all safeguarding procedures are adhered to
- To undertake all reception duties, including but not limited to welcoming visitors, managing incoming calls and maintaining a professional and efficient front-of-house service, manage register wallets for classrooms, etc
- To respond to, follow up and organise the office email inbox, liaising with appropriate staff as necessary
- To collect and record the daily lunch numbers each morning and reconcile weekly totals every Friday
- Organise and manage lost property items as necessary
- Manage and distribute all incoming and outgoing mail as required
- Provide first aid support throughout the day and maintain accurate records in line with Academy/School policies
- Administer prescribed medicines in line with the Academy/School policies
- As part of the Trust Safer Recruitment Checks, conduct compliance checks for contractors, supply teachers and volunteers
- To act as Clubs and Lettings Lead ensuring accurate records are maintained in accordance with the Lettings policy
- Manage club registers, invoices, and communication with parents, Finance department and site teams
- Prepare and update collection lists for the whole Academy/School and after-school clubs

- Maintain the wraparound care provider's register, be main point of contact
- Place orders and maintain stock for essential items such as plastic wallets, lanyards, stickers, and Academy/School ties
- Maintain and update the Academy/School staff extension lists
- Provide support and assist teaching staff with organising coaches and logistics for Academy/School trips
- Oversee the photocopiers, liaise with contractor, be main point of contact
- To support with attendance queries and first day calling
- To head up hospitality for visitors, in-house training session and senior leader meetings

### Notes

The above responsibilities are subject to:

- This Job description can be amended at any time after consultation between the post holder and the Executive Headteacher/Headteacher/Head of School/Principal
- It is likely that the responsibilities above could change as the strategic leadership and management team develops

Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.

The Trust will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

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<b>Person Specification</b>
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Key Areas	Essential Attributes	Desirable Attributes
<b>Qualifications</b>	GCSE (Grades 9 to 4) English and Maths or equivalent	
<b>Key Competencies</b>	Ability to give clear and strong leadership support Ability to analyse and solve complex issues with an eye for detail Excellent ICT skills with an ability to use a range of IT packages, relevant equipment/resources (Word, Excel) Developing and maintaining manual and computerised office systems Typing, word processing and data handling Ability to work under pressure and meet deadlines Dealing with the public, face to face or via the telephone Experience of working within a very busy office environment Monitoring and keeping accurate and up to date records Ability to work collaboratively with Academy/School networks, outside agencies and other professionals	
<b>Skills &amp; Experience</b>	Minimum of 3 years experience of working as an Administrator Ability to analyse and solve complex issues with an eye for detail Excellent ICT skills	
<b>Personal qualities</b>	The candidate must: Have the commitment to undertake further training Have respect for the need for confidentiality Be responsible, honest, punctual and reliable and have a sense of humour Be willing to work with organisation procedures and processes and to meet the required standards of the role Demonstrate good working relationships with others, both inside and outside their usual work team Have the ability to work with accuracy under pressure and be able to meet tight deadlines	

	<p>To be able to analyse data          Have good communication skills both oral and written          Have highly effective administrative and organisational skills          Have the ability to plan and develop effective systems          Be flexible and have the ability to work as a team member          Be committed to safeguarding children</p> <p>This appointment will be subject to a satisfactory          Enhanced DBS check</p>	
<p><b>Professional knowledge and understanding</b></p>	<p>Knowledge and understanding of working in a busy school office.</p>	

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