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## **JOB DESCRIPTION & PERSON SPECIFICATION ADMINISTRATION OFFICER HOLY TRINITY**



### **JOB DESCRIPTION**

<b>Post Title:</b>	<b>Administration Officer</b>
<b>Responsible to:</b>	<b>Finance &amp; Administration Manager</b>
<b>Accountable to:</b>	<b>Headteacher, Executive Principal</b>
<b>Based:</b>	<b>Holy Trinity Primary School &amp; Preschool</b>
<b>Hours:</b>	<b>Full time position + Job sharing/Part Time applicants will be considered</b>
<b>Scale</b>	<b>Scale 5 - Point 12 - 15</b>
<b>Contacts:</b>	<b>Assistant Headteacher, SENDCo, Federation Finance Director, Federation Business Manager, EYFS Lead, Site Manager, Catering Manager, Administration Officer, school staff, pupils, Governing Body, the LEA, parents and caregivers, and other outside bodies such as building contractors and pupil support services.</b>

### **JOB SUMMARY:**

- To provide of an efficient and effective reception, administrative and clerical support function for the school and Preschool including the Extended Day Provision; and
- To provide HR and Finance support to the Finance and Administration Manager; and
- To provide administrative and clerical support to school staff .

### **MAIN DUTIES AND RESPONSIBILITIES:**

- To be responsible for the management of the school's reception/office;
- To maintain the various school databases for pupil and staff records;
- To provide reception and administrative tasks; and

- To work alongside the Finance & Admin Manager and Data and Admin Officer to ensure the school has appropriate systems, processes and controls in place and help to maintain and manage all aspects of pupil data, finance, HR and extended day provision.

#### **HUMAN RESOURCES:**

- To ensure that employee records are up to date; including electronic databases and hard files e.g emergency contacts, addresses, and medical information.
- To support the Finance and Office manager in creating and updating employee HR files and occasional worker files and maintaining the information held on the SCR
- To organise and maintain all site archiving.
- To ensure full compliance with GDPR

#### **OFFICE MANAGEMENT:**

- To ensure that all visitors to the school and Preschool are welcomed in a polite, friendly, and efficient manner and provide hospitality as required.
- Ensure that all Agency workers, visitors, external stakeholders and trades are vetted in line with School Policies on arrival reporting to the Finance and Admin Manager for maintaining the information held on the SCR
- To open and distribute incoming post and emails and arrange the mailing of correspondence for the Headteacher and other members of staff.
- To arrange for outgoing post to be either collected or posted when required.
- To provide information and assistance to, and with, all staff, parents/carers, pupils, members of the public and other agencies as required. This includes dealing with enquiries and taking appropriate action using your own initiative, and the resolution or passing on of complaints to the appropriate member of staff.
- To manage the school admin email and ensure all school enquiries are distributed to the relevant stakeholders and dealt with in a timely manner.
- To use IT packages to create documents and spreadsheets and collate information as required.
- To produce pupil and parent correspondence that is accurate and well written.
- To maintain a clear and tidy workspace.
- To undertake general office duties including filing, photocopying and the drafting and typing of general correspondence, newsletters, reports and official statistical returns as necessary.

- To support staff in arranging and booking school trips and events and the transport for school trips and events.
- Photocopy resources for the classroom and support in the preparation of resources where necessary.
- To plan and schedule meeting rooms for training or meetings as required and ensure that the appropriate resources and refreshments are provided.
- Assist the PTA with events held at the school.
- Act as First Aider and Fire Marshall
- To assist families with joining the extended day activities and liaise with partner schools regarding external children. Ensuring that the process of sign up, allocation of places, payment of activities, creation of registers and monitoring is carried out in an accurate manner and inline with the schools policies. Ensuring members of SLT are aware of changes to numbers and provision required.
- Liaise with the external Uniform supplier regarding the school account.

#### **PUPIL DATA:**

- To assist in maintaining an efficient filing system.
- To assist the Data Manager with the annual admissions procedure, including all necessary communications with parents, arranging parental interviews and appeals with the Headteacher.
- To assist the Data Manager with the annual pupil intake into Arbor in addition to administering pupils when they arrive, leave or transfer to the school.
- To assist the Data Manager with the annual updating of the Arbor database with the annual timetable and class changes.
- To maintain the school's emergency contact forms and records for both staff and pupils.
- To provide assistance with other information databases as required.
- To ensure that all records are kept accurately and comply with GDPR requirements.
- To ensure that all computerised data is kept accurately and securely, and in compliance with data protection legislation.

**FINANCE:**

- To order goods and to deal with the return of goods to suppliers, where necessary
- To administer and maintain the online payment collection system for meals, after school clubs, breakfast club, extended day, trips and preschool fees, Nursery and ensure that processes are in line with financial procedures. Add bank payments received to the online payment system.
- To maintain school meal registers and liaise with the catering team and partner schools regarding meal numbers. Liaise with the Catering team about meals required for special events and trips. Report weekly to the Finance & Admin Manager for monitoring and assisting in preparing reports for LAB meetings.
- Manage the administration of UFSM and FSM liaising with the Data Officer to ensure all families are assisted to apply for FSM, Arbor is updated and reporting to the Finance & Admin Manager for monitoring and assisting in preparing reports for LAB meetings.
- To follow up on outstanding monies and bad debts and report monthly to the Finance & Admin Manager to escalate where necessary and assist in preparing debt reports for LAB meetings.
- To ensure that all stages of the ordering process have been fulfilled, as per the financial procedures, by matching paperwork (internal order form, PO, delivery note and invoice) before handing over payment.
- To raise purchase orders for all orders and SLAs ensuring that all orders are checked on arrival
- To process Invoices for payments in line with the schools Financial procedures.

**GENERAL:**

- This is not an exhaustive list of duties and responsibilities, and the postholder may be required to undertake other duties which fall within the grade of the job, in discussion with the manager.
- This job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the postholder.
- The postholder is expected to comply with all relevant policies, procedures and guidelines, including those relating to Equal Opportunities, Health and Safety and the Confidentiality of Information.
- The postholder may be required to work outside normal school hours on occasion, with due notice.
- Because of the nature of the post, candidates are not entitled to withhold information regarding convictions by virtue of the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975 as amended. Candidates are required to give details of any convictions on their appointment form and are expected to disclose such information at the appointment interview.

- Because this post allows substantial access to children, candidates are required to comply with departmental procedures in relation to Police checks. If candidates are successful in their application prior to taking up post, they will be required to give written permission to the Department to ascertain details from the Metropolitan Police regarding any convictions against them and, as appropriate the nature of such convictions.

Date of Issue: .....

Signature of Postholder: .....

Signature of Headteacher: .....



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### PERSON SPECIFICATION

#### Administration Officer

	Essential	Desirable
<b>Qualifications, Knowledge and Experience</b>	<p>English and Maths Qualifications to GCSE level.</p> <p>A sound level of literacy and numeracy.</p> <p>Experience in an administrative setting, ideally within education.</p> <p>Experience of working as part of a team and supporting others in order to achieve a shared vision/goal.</p> <p>Knowledge of equal opportunities legislation.</p> <p>An awareness of policies, procedures and best practice in relation to confidentiality, information sharing and child protection.</p>	<p>Qualification in Administration, eg. NVQ2 in Administration.</p>
<b>Communication</b>	<p>Possesses effective verbal and written communication skills.</p> <p>Presents information and ideas clearly and uses communication appropriate to the audience.</p> <p>Able to positively influence the opinions of others through factual discussion.</p> <p>Able to adapt personal style of communication to reflect a situation and/or need.</p> <p>Able to create an environment of trust by delivering on promises.</p> <p>Utilises report writing skills to accurately reflect a situation through positive communication techniques.</p>	<p>Able to communicate in an additional language.</p>

	Essential	Desirable
<b>Communication Cont.</b>	<p>Able to disseminate information and demonstrates a consultative approach to communication.</p> <p>Able to persuade and influence others effectively.</p> <p>Able to demonstrate tact and diplomacy in communication.</p>	
<b>Skills and Abilities</b>	<p>Competent to an intermediate level in the use of GSuite software to complete secretarial or administrative tasks, eg. Google Docs, Gmail, Google Sheets, Google Forms etc.</p> <p>Competent in the maintenance of database packages and experience of reporting from database packages.</p> <p>The ability to plan and complete a piece of work in a methodical, efficient and timely manner to meet a set deadline.</p> <p>The ability to deal with a range of people, including members of the public and other professionals, in an effective and polite manner.</p> <p>The ability to use own initiative and creativity to achieve desired results.</p> <p>Possesses good organisational skills in order to maintain efficiency and the ability to prioritize own workload.</p> <p>Willingness to partake in continuous professional development.</p> <p>Demonstrates excellent administrative and reception practices.</p> <p>Exercises flexibility so as to take on changes in work priorities and practices.</p> <p>Able to balance tasks and resources in the organisation of a wide range of activities.</p> <p>Able to provide contingency plans to address the unexpected.</p> <p>Demonstrates clear and logical thinking in working through problems.</p>	

	Essential	Desirable
<b>Skills and Abilities Cont.</b>	<p>Able to follow organisational procedures and maintain quality of standards in own work.</p> <p>An awareness of the needs of children who have a variety of needs and who come from a variety of backgrounds.</p> <p>The ability to adapt to new office technologies.</p> <p>An understanding of customer service and the principles in delivering outstanding customer service.</p>	

	Essential	Desirable
<b>Accountability and Freedom to Act</b>	<p>Able to make routine decisions based upon guidelines and procedures laid down within established frameworks.</p> <p>Leads by example in standards of behaviour in the work environment.</p>	



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### PROFESSIONAL EXPECTATIONS

The table below outlines the expected professional behaviours which we expect all our staff to demonstrate at a level appropriate to their role. The elements highlighted are behaviours which may be assessed within an interview or task.

Category of Behaviour	Description
Managing self and personal skills	Being aware of own behaviour and how it impacts on others
	Enhancing personal skills to adapt professional practice to business needs
	Being aware of and honest about own areas of strength and development needs
	Taking responsibility for own mistakes and sharing team success
Delivering excellent service	Providing the best experience to pupils, parents and colleagues
	Building strong and trusting working relationships to improve team's delivery
Finding solutions	Seeing beyond own area of work to understand departmental or school goals
	Engaging enthusiastically in the purpose of the whole organisation
	Recognising the importance of individuality and creativity in innovating
Working flexibly	Being open to new ideas and ways of working
	Adjusting to unfamiliar situations and shifting demands/needs by thinking flexibly and giving new things a try
	Working with rigour and going the extra mile
Maximising efficiency and effectiveness	Capitalising on centralised services and systems and procedures for sharing resources and practice
	Being mindful of sustainability and reduction of physical waste
	Managing own time effectively to complete directed tasks and activities
	Allocating appropriate time and resources when directing others and setting achievable deadlines
Committing to the organisation	Developing an understanding of the education context in which we work
	Showing commitment to the federation and school's vision and values
Developing self and others	Showing commitment to own ongoing professional development
	Supporting others to feel safe, secure, known, valued and motivated to reach their full potential
	Spotting talent and creating opportunities for staff at all levels to receive high quality training and leadership experiences
Working together	Working collaboratively with others to achieve organisational goals
	Recognising and valuing the different lived experiences that people contribute to a shared project or activity
	Pooling expertise and resources to achieve collectively what may not be achievable individually
Getting results	Taking personal responsibility for getting things done
	Consistently meeting objectives and success criteria
	Moving incrementally towards excellence in all aspects of one's work