# Job Description and Person Specification

The purpose of the Job Description and Person Specification is to provide information about the role and the skills a successful candidate must have.

## Job details

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| Job title: | School Office Administrator |
| Directorate: | Mandeville Primary School |
| Reporting to: | Headteachers / Federation Operational Business Manager |
| Grade: | Hackney Support Staff, Scale 5 |
| Hours of work: | This post is term-time only.<br>32.5 hours / week - Monday to Friday<br>Hours between 8.45am – 3.45pm |

## Job description

**Purpose of the role**

Under the guidance of senior staff, be responsible for undertaking administrative and organisational processes within the school. Assist with the planning and development of support services.

**Main 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 emails are forwarded to the relevant staff member as necessary
- Maintain individual pupils' records in accordance with Census requirements. Produce Census returns and ad hoc reports when necessary
- Manage and organise completed forms from parents
- Report any issues with the school's IT systems
- Organise and distribute incoming and outgoing post
- Provide administrative support to staff as needed
- Order, monitor and manage stock, ensuring best value following the school's purchasing processes

- 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
- Maintain a register of all after school clubs
- Keep records in accordance with the school's record retention schedule and data protection law, ensuring information security and confidentiality at all times
- Add Staff absences to the school MIS systems
- Administer First Aid when needed

**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 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, parents and pupils with the information and support they need

**Security**

- 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

**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

**Finance**

- Enter data into the school's finance systems and produce reports as necessary
- Collect, record and issue receipts for payments from parents, update and maintain School Payment records and encourage and advise parents on the use of the School Payment system.
- Carry out financial administration in line with the school's procedures
- Work with the finance team to process orders

**School Admissions**

- Work closely with the Senior Leadership Team to record, monitor and follow up expressions of interest from prospective parents and carers
- Act as a point of contact for families making enquiries about school places, providing accurate information about admissions procedures and timelines
- Liaise with the Local Authority to coordinate pupil admissions, transfers and leavers, ensuring information is shared accurately and in a timely manner
- Maintain accurate and up-to-date admissions records, both electronically and in line with school data protection procedures
- Support parents and carers to complete required admissions documentation, including registration forms and associated paperwork
- Provide guidance and practical support to families in completing applications for Pupil Premium Grant and other relevant entitlements, signposting where appropriate
- Ensure admissions documentation is checked for completeness and accuracy, following up any missing information sensitively and promptly
- Communicate admissions outcomes and next steps to parents and carers in line with agreed school processes
- Support the smooth induction of new pupils, including coordination of welcome information and liaison with teaching staff and senior leaders

- Maintain confidentiality and exercise discretion when handling sensitive information relating to pupils and families
- Ensure all admissions processes are carried out in line with Local Authority guidance, school policies and safeguarding requirements

**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
- Any other reasonable duties as delegated by the Headteacher.

The duties may be varied to meet the changing needs and demands of the School at the discretion of the Headteacher in consultation with you. This job description does not form part of the contract of employment. It denotes the way the post holder is expected and required to perform and complete particular duties.

Special Conditions of Service

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 application form and are expected to disclose such information at the appointment interview. Also as 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, a full enhanced DBS check, online checks will be undertaken as well as references checked.

Equal Opportunities

The post holder will be expected to carry out all duties in the context of and in compliance with the School's Equal Opportunities Policies.

## Person Specification

| QUALIFICATIONS | ESSENTIAL | DESIRABLE |
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| Education to GCSE Grade C or above (or equivalent) in Maths and English | ✔ | |
| NVQ Level 2 or 3 in Business & Administration, or equivalent | | ✔ |
| First aid training (or willingness to complete it) | | ✔ |

| EXPERIENCE | | |
|---|---|---|
| Experience of working in an administrative role, ideally in a busy school office environment | ✔ | |
| Experience of dealing with a wide range of people in a professional, calm and courteous manner | ✔ | |
| Dealing with face-to-face and telephone interactions | ✔ | |
| Working with children or young people | ✔ | |
| Experience of school attendance administration or admissions processes | ✔ | |

| KNOWLEDGE / SKILLS | | |
|---|---|---|
| Knowledge of basic office procedures, including filing, data entry and correspondence | ✔ | |
| Good oral and written communications skills | ✔ | |
| Ability to respond quickly and effectively to issues that arise | ✔ | |
| Ability to plan, organise and prioritise to meet deadlines | ✔ | |
| Ability to use own initiative and take action accordingly | ✔ | |
| Excellent attention to detail | ✔ | |
| Ability to use IT packages including word processing, spreadsheets and presentation software | ✔ | |

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|---|---|---|
| Experience of working with Arbor MIS system and School Payment Software | ✔ | |
| Ability to manage school communications (letters, newsletters, emails, website updates) | | ✔ |
| Ability to use relevant office equipment effectively (photocopier, scanner etc.) | ✔ | |
| Ability to build effective working relationships with colleagues | ✔ | |
| Understanding of data protection and confidentiality | ✔ | |
| Understanding of safeguarding | ✔ | |