



Elmridge Primary School

BRIGHT FUTURES EDUCATIONAL TRUST

Elmridge Primary School
Wilton Drive, Hale Barns,
Altrincham, Cheshire WA15 0JF

0161 980 4941

admin@eps.bright-futures.co.uk
www.elmridge.bright-futures.co.uk

ADMINISTRATION OFFICER JOB DESCRIPTION

Reports to: Office Manager / Principal

Grade: Grade 3 (Point 4–6)

Contract: 21.75 hours per week (0.6 FTE), 39 weeks per year

This post is offered on a part-time basis initially, with the potential to become a full-time role in the future.

Purpose of the Role

The Administration Officer plays a key role in the efficient day-to-day operation of the school office, providing a professional, welcoming and effective service to pupils, parents, staff, visitors and external agencies.

The post holder will support the administration of attendance, admissions, communications and financial processes, ensuring compliance with safeguarding, data protection and school procedures. The role will also contribute to maintaining and growing pupil numbers through effective admissions management, engagement with prospective families and promotion of the school.

Key Responsibilities

Reception and Customer Service

- Act as the first point of contact for pupils, parents, visitors and staff, providing a professional and welcoming service.
- Manage telephone, email and face-to-face enquiries efficiently and courteously.
- Ensure visitors are signed in and out in accordance with safeguarding and security procedures.
- Arrange meetings and appointments using the shared school diary.
- Organise school tours and visits for prospective families.
- Process incoming and outgoing mail and deliveries.
- Maintain a professional and welcoming reception environment.

Admissions, Attendance and Pupil Administration

Principal: Mrs Bolton



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- Lead on nursery admissions and enquiries, ensuring applications are processed promptly and records are maintained accurately.
- Maintain and monitor records of prospective families, ensuring timely communication and follow-up to maximise admissions.
- Track admissions enquiries and provide information to support pupil recruitment and retention.
- Maintain accurate pupil records using Bromcom, including admissions, attendance and leavers' data.
- Monitor daily attendance and absence information, following up concerns in line with school procedures.
- Contact parents regarding pupil absence and maintain accurate communication records.
- Maintain records of pupils arriving late or leaving during the school day using the Visipoint system.
- Produce attendance and pupil data reports as required.
- Support pupil admissions, transitions and onboarding processes.

Communication and Marketing

- Support communication with parents through MCAS, email, text messaging and other communication systems.
- Prepare and distribute school communications, including newsletters, letters and notices.
- Update the school website, social media platforms, notice boards and other communication channels.
- Promote the school through marketing and community engagement activities designed to increase pupil numbers and raise the school's profile.
- Ensure prospective families receive timely follow-up following visits, enquiries and events.
- Maintain accurate filing and records in line with GDPR requirements.

Administrative Support

- Provide general administrative support including photocopying, filing, data entry, scanning, word processing and preparation of reports and documentation.
- Assist with the completion of statutory returns, census submissions and other administrative processes.

Principal: Mrs Bolton



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- Monitor and replenish office supplies and resources.
- Support the ordering of goods and services in line with school procedures.

Financial Administration

- Support the administration of ParentPay and other school payment systems.
- Record and monitor payments for trips, clubs and other school activities.
- Monitor outstanding balances and follow up unpaid accounts in line with school procedures.
- Maintain accurate records of communications regarding arrears and escalate concerns where required.
- Support the recovery of outstanding income and assist with routine financial administration.
- Process orders and financial documentation in accordance with Trust procedures.

Safeguarding, Compliance and School Support

- Always promote and safeguard the welfare of children and young people.
- Comply with school policies relating to safeguarding, health and safety, equality, confidentiality and data protection.
- Maintain strict confidentiality regarding pupils, families and staff.
- Attend relevant training, meetings and professional development activities.
- Support school events and activities as required.
- Work collaboratively with colleagues, parents, governors, trustees and external agencies.
- Undertake any other duties commensurate with the grade and responsibilities of the post.



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ADMINISTRATION OFFICER PERSON SPECIFICATION

Qualifications

Essential

- GCSE Grade 4/C or above (or equivalent) in English and Mathematics.
- Good IT skills, including Microsoft Office applications.

Desirable

- Business Administration qualification or equivalent.
- First Aid qualification.
- Relevant administrative training within an educational setting.

Experience

Essential

- Experience working in a busy administrative or office environment.
- Experience dealing with members of the public both face-to-face and by telephone.
- Experience using computerised information systems.
- Experience maintaining accurate records and handling confidential information.

Desirable

- Experience working within a school or educational setting.
- Experience using Bromcom, SIMS or a similar management information system.
- Experience of attendance, admissions or pupil administration.
- Experience of financial administration and online payment systems such as ParentPay.
- Experience of pupil recruitment, customer service, community engagement or marketing activities.

Knowledge and Understanding

Essential

- Understanding of effective customer service.
- Understanding of confidentiality, GDPR and data protection requirements.



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- Awareness of safeguarding responsibilities in a school environment.
- Understanding of the importance of accurate record keeping.

Desirable

- Knowledge of school attendance procedures.
- Knowledge of nursery and primary admissions processes.
- Understanding of school administration systems and procedures.
- Understanding of the importance of pupil recruitment and retention.

Skills and Abilities

Essential

- Excellent verbal and written communication skills.
- Strong organisational and time-management skills.
- Ability to prioritise workload and meet competing deadlines.
- High levels of accuracy and attention to detail.
- Ability to work independently and as part of a team.
- Professional, calm and resilient approach when dealing with challenging situations.
- Ability to build positive relationships with current and prospective families.
- Confidence in promoting the school and communicating its values and strengths effectively.

Personal Qualities

Essential

- Warm, welcoming and approachable manner.
- Professional, trustworthy and dependable.
- Flexible and adaptable approach to work.
- Commitment to safeguarding and promoting the welfare of children.
- Commitment to equality, diversity and inclusion.
- Willingness to undertake training and professional development.



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What We Are Looking For

We are seeking a highly organised, proactive and customer-focused individual who enjoys working with people and takes pride in delivering an excellent service. The successful candidate will be the welcoming face of the school, capable of managing a varied workload with professionalism, discretion and attention to detail. They will play an important role in supporting the smooth running of the school while helping to attract and retain families through excellent communication, admissions administration and customer care.