

JOB DESCRIPTION

National Online School Administrator

Reporting to:	School Business Manager
Starting Salary:	£27,507 – £30,113 (TCES Band 6)
Location:	National Online School, SW19
Contract and hours:	Permanent, full-time

Job Purpose

National Online School (NOS), the first Department for Education accredited online special school, is a growing service provider across the UK, engaging with young learners virtually. These young people have lengthy gaps from formal education for a variety of reasons, with the majority displaying Emotional Based School Avoidance (EBSA).

The Administrator provides high-quality administrative support to the National Online School, helping to ensure the smooth and effective operation of core school systems and processes.

Working closely with the School Business Manager and wider school teams, the postholder will support administrative coordination, attendance processes and student support functions, contributing to effective communication across the school and ensuring processes are delivered accurately, consistently and in line with statutory and organisational requirements.

Main duties and responsibilities

Administrative Coordination

- Support the day-to-day running of the administrative function across the National Online School
- Provide administrative support to the School Business Manager across operational activities
- Act as a key point of contact for administrative queries, responding or signposting as appropriate
- Ensure administrative workflows are completed accurately and within agreed timescales
- Contribute to the development and continuous improvement of systems and processes

Attendance and Student Administration

- Support daily attendance processes, ensuring registers are completed accurately and on time
- Carry out first day contact and follow up on pupil absence, maintaining accurate attendance records in line with statutory requirements
- Identify and resolve missing or inconsistent attendance data
- Support the preparation of attendance data and reports
- Support admissions and enrolment processes, ensuring student records are accurate and up to date
- Maintain and update MIS systems, including pupil data and timetables
- Liaise with families and stakeholders to support accurate communication and record-keeping

Systems and Operational Support

- Provide first-line support for systems queries, working with IT and the School Business Manager where required
- Maintain accurate administrative records, user access logs and filing systems
- Support the preparation of documentation for audits, inspections and compliance activities
- Assist with health and safety and statutory compliance administration
- Contribute to maintaining an audit-ready and well-organised administrative function

Customer Service

- Provide a high standard of customer service via phone, email and online platforms
- Act as a key contact for pupils, families, staff and external stakeholders
- Ensure queries are handled efficiently and directed appropriately
- Maintain professional, clear and supportive communication at all times

Since job descriptions cannot be exhaustive, the post-holder may be required to undertake other duties which are broadly in line with above key responsibilities.

The post-holder is expected to observe and comply with all NOS policies and regulations, for example Code of Conduct, Safeguarding, Keeping Children Safe in Education, Health and Safety, NOS Values, Equality and Diversity etc.

PERSON SPECIFICATION

Education and qualifications

Educated to a good general level of literacy and numeracy (GCSE or equivalent).
A Levels or Degree qualification (D).

Knowledge and experience

Experience providing administrative support within a busy professional environment
Experience working with administrative systems, records and data
Experience in a customer service-facing role

Desirable:

Experience within education, alternative provision or specialist settings

Experience of attendance processes or working with attendance data

Understanding of barriers to education, including SEND and pupil engagement

Skills and ability

Strong literacy and numeracy skills, with the ability to read and collate data.

Intermediate/Advanced level skills in Microsoft Office packages and Databases.

Ability to work closely with parents/carers including strong conflict resolutions skills.

Ability to exercise discretion and confidentiality in order to ensure the service abides by GDPR and Safeguarding regulations at all times in relation to tutor, student and family/carer information.

Accuracy and attention to detail due to the confidential and sensitive nature of the information being processed.

Excellent written and verbal communication and research skills to be able to write reports and to communicate with stakeholders in a clear, meaningful and effective way.

Strong customer service skills with the ability to show initiative to assist in progressing issues and escalate to manager where support is needed.

Excellent organisational skills with the ability to work under pressure and meet deadlines.

Able to work with a team and coordinate their requirements on a remote basis.

Other

Commitment to leading on safeguarding and promoting the welfare of children and young people.

Able to promote and celebrate diversity and equal opportunities.

Commitment to National Online School Values.

July 2026