

# Administration Assistant

## *Job Description*

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At The Dunstan Catholic Educational Trust, we're a family of schools where children and colleagues are supported in a nurturing environment to flourish, become lifelong learners, fulfil their potential and to make a lasting difference. **Together we love, we learn, we live.**

### **Purpose of the job**

The purpose of this role is to play a key part in keeping the school running smoothly by offering friendly, organised and reliable support to staff, pupils and families. Whether you're welcoming visitors, helping colleagues with day-to-day administration, or making sure our systems and information are up to date, you'll be someone who helps the whole school feel calm, connected and well-supported. Above all, your role will ensure that the office remains a warm, efficient hub where everyone feels valued and every detail that keeps a school moving is taken care of with care and professionalism.

### **Key areas of responsibility:**

#### **Reception, Communication & General Administration**

- Provide a warm, efficient front-of-house service: answer calls, respond to queries, welcome visitors, check ID/DBS, support sign-in, and issue badges.
- Communicate with parents regarding forgotten items, illnesses, injuries (e.g., bumped heads) and general updates.
- Receive and process deliveries and notify relevant staff.
- Produce routine administrative outputs: letters, newsletters, updates via communication platforms, photocopying, filing, ID badges, and record keeping.
- Manage and maintain accurate records, including confidential data stored and disposed of correctly, in line with policies.
- Provide minor first aid (subject to training), support children at lunchtime when needed, and assist staff with ad hoc tasks.
- Minute meetings (e.g., annual reviews) and provide general administrative support to the Headteacher and Office Manager.

#### **Attendance, Pupil Services & Parent Support**

- Record daily attendance using the designated system, including late arrivals, absence reasons, early leavers, and follow-up calls to parents.
- Input and update pupil information, including new starters and changes to contact or address details.



- Support parents with queries and assist with forms/processes for clubs, free school meals, uniforms, medication, school trips, vaccinations, photo days, and other pupil-related needs.
- Manage and record consent forms and pupil information as required.
- Set up online bookings for clubs, after-school activities, swimming, Bikeability and related programmes; print registers and check online payments.
- Coordinate trip arrangements, including booking transport, communicating with staff and parents, and monitoring payments.
- Set up termly booking systems, prepare registers, check payments, and maintain the instrument loan register.
- Liaise with external caterers and kitchen staff regarding lunch bookings, reconcile online payments, and manage orders of milk, fruit and similar items.
- Monitor and replenish essential supplies including stationery, first aid materials, cleaning items, water/refreshments and general office resources.
- Place orders for classroom and office supplies in liaison with the Office Manager.

## **Safeguarding**

Safeguarding is something we all share, and together we help keep every child safe. It's important to follow the school's procedures for recording and reporting any concerns, and to support colleagues in doing the same. You'll take part in our annual safeguarding updates, as well as full basic-awareness training every two years, so we can all stay confident and informed. Please ensure you've read, understood, and follow the school's safeguarding policies, including our whistleblowing guidance, so we can maintain a safe and trusting environment for everyone.

## **Other:**

- Follow all school policies, safeguarding procedures and the Trust Code of Conduct, reporting any concerns about the safety or wellbeing of pupils, staff, or visitors.
- Work responsibly and respectfully, promoting inclusion, maintaining confidentiality, and caring for the wellbeing of yourself and others.
- Stay committed to learning and improvement, taking part in training, annual performance management and contributing positively to school and Trust development, as well as attending team meetings.
- Use resources thoughtfully, showing care for school property and the wider environment.

## Person Specification

Criteria	Essential	Desirable
<b>Qualifications &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Appropriate academic qualifications to at least GCSE standard and the ability to demonstrate literacy and numerical competency through proven experience</li> <li>• Data handling experience</li> <li>• Experience in using Microsoft Office</li> <li>• Previous experience of office/clerical work</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence or recent, relevant professional development</li> <li>• Experience working in a school office environment</li> <li>• Website Management</li> <li>• First Aid trained</li> </ul>
<b>Skills &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>• Strong problem-solving ability; able to manage conflicting demands, deadlines and interruptions.</li> <li>• Practical understanding of safeguarding in a school setting.</li> <li>• Excellent written, verbal and interpersonal communication skills.</li> <li>• Strong ICT skills with high attention to detail.</li> <li>• Highly organised with effective time-management and prioritisation.</li> <li>• Discreet, diplomatic and fully respectful of confidentiality.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of SIMS and Online Payment Systems</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Calm, adaptable and effective in a busy, fast-paced environment.</li> <li>• Empathy and positive rapport with children and young people.</li> <li>• Enthusiastic, helpful, cheerful and professional in all interactions.</li> <li>• Builds and maintains positive working relationships; strong team player who also uses initiative.</li> <li>• Punctual, reliable, trustworthy and responsive to change, with a good sense of humour.</li> <li>• Smart, professional appearance.</li> <li>• Flexible and willing to adjust working hours to support school and Trust needs.</li> </ul>	<ul style="list-style-type: none"> <li>• Enthusiasm towards learning and supporting the development of the business.</li> </ul>
<b>Other Factors</b>	<ul style="list-style-type: none"> <li>• Satisfactory Safer Recruitment Checks</li> <li>• Must show understanding of equal opportunities, principles and practices</li> </ul>	