Bassingbourn Community Primary School
Admin and IT Support Job Description

Job Title: Operations Manager **Work Location**: School Based **Reports to**: Office Manager **Grade**: As per contract **Hours**: As per contract	

Job Purpose:

To provide effective administrative and IT support to the school, ensuring smooth operation of office systems and assisting staff and pupils with basic IT troubleshooting.

Responsibilities:

Administrative Support

- Assist the smooth running of the school office, supporting the Office Manager with admin tasks and compliance documentation.
- Provide general administrative supporting including answering phones, managing correspondence and maintaining records.
- Assist with scheduling meetings and managing relevant correspondences.

IT Support

- Provide first-line IT support for staff and pupils, including troubleshooting hardware and software issues (e.g., printers, laptops, tablets, interactive whiteboards).
- Assist with setting up and maintaining user accounts, passwords, and permissions on school systems.
- Support the Office Manager in liaising with external IT providers for escalated issues.
- Maintain and update the school's IT inventory and asset register.
- Ensure compliance with data protection and cybersecurity protocols.
- Assist with updating school website content and supporting digital communication platforms.
- Provide basic training or guidance to staff on using common software (Microsoft Office, MIS systems, email).
- Monitor and report recurring IT issues to improve system reliability.

This job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year, and it may be subject to modification or amendment at any time after consultation with the holder of the post. The duties may be varied to meet the changing demands of the school at the reasonable discretion of the Headteacher. This job description forms part of the contract of employment. It describes the way the post holder is expected and required to perform and complete the duties as set out.

Headteacher's signature: _____

Date: _____

Postholder's signature: _____

Date: _____