



St John Fisher
Catholic High School

Job Description

Job Title:	Administration Assistant
Responsible to:	Administration Manager/Business Support Manager
Grade:	Scale C (£24,796 - £25,185 FTE)
Status:	37 Hours Per Week, Term Time plus Training Days (39 weeks)

Purpose of the Job

Under the direction of senior staff, the Administration Assistant will provide high-quality clerical, administrative, financial and customer service support to ensure the smooth and efficient operation of the school.

The post holder will provide reprographic services, support the daily operation of the Student Services Office, undertake reception and switchboard duties, administer first aid, and provide comprehensive administrative support to the SEND department. The role requires a professional, organised and approachable individual who can communicate effectively with students, parents, staff, governors and external agencies while maintaining confidentiality at all times.

The post holder will take responsibility for promoting and safeguarding the welfare of children and young people within the school.

The post holder will work in accordance with our school vision and values.

Main Duties and Responsibilities

Student Services and Reception

- Ensure the effective day-to-day operation of the Student Services Office.
 - Provide information, advice and assistance to students, staff, parents and visitors in accordance with school procedures.
 - Undertake reception duties, answering general telephone and face-to-face enquiries and signing in visitors.
 - Operate the school switchboard, transferring calls appropriately and taking accurate messages.
 - Ensure all incoming calls, emails and enquiries are dealt with efficiently and professionally.
 - Provide reception cover as required, including at the end of the school day.
 - Assist with pupil welfare and first aid duties, including supporting students who are unwell and liaising with parents/carers and staff as necessary.
 - Assist with arrangements for visits by external agencies.
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Reprographics and Administrative Support

- Manage and deliver reprographic requests efficiently, ensuring work is completed within agreed timescales.
- Operate and maintain photocopying, printing and scanning equipment.

- Monitor and replenish stock levels of paper, toner cartridges and office supplies.
 - Provide routine clerical and administrative support including:
 - Photocopying, scanning, filing and document preparation.
 - Typing, word processing and data entry.
 - Emailing and responding to routine correspondence.
 - Completing standard forms and documentation.
 - Producing letters, reports, lists and information requested by staff.
 - Sort, distribute and prepare incoming and outgoing mail.
 - Maintain manual and computerised records and management information systems.
 - Keep electronic diaries and manage meeting room bookings.
 - Prepare certificates, student correspondence and school communications.
 - Take notes and minutes at meetings as required.
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Student Administration

- Maintain accurate student records and information systems.
 - Undertake routine administration relating to attendance, registers and school meals.
 - Input behaviour incidents and detention information onto school systems.
 - Produce detention correspondence and maintain accurate attendance records relating to sanctions.
 - Maintain up-to-date records regarding the whereabouts of staff and students.
 - Record confiscated equipment and arrange for its safe return in line with school procedures.
 - Assist with the administration of school trips, events and educational visits.
 - Maintain and collate pupil reports and other student information.
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Finance Administration

- Undertake routine financial administration in accordance with school policies and procedures.
 - Receive, record and reconcile payments for school-related purchases.
 - Operate school uniform, snack or other school-based sales services.
 - Collect and record monies accurately.
 - Ensure secure handling of cash and financial records via Reception and Student Services.
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SEN Administration

The post holder will provide comprehensive administrative support to the SEND Department and SENCo.

Meeting Coordination

- Coordinate Annual Reviews, EHCP reviews and multi-agency meetings.
- Prepare agendas, invitations and supporting documentation.
- Attend meetings where required and produce accurate minutes and action notes.
- Maintain review schedules and monitor statutory deadlines.

Document and Data Management

- Maintain SEN registers, provision maps and individual student records.
- Ensure confidential student information is stored and managed in accordance with GDPR and school policies.
- Maintain accurate electronic and paper filing systems.
- Produce reports and student information required by staff, parents and external agencies.

Communication and Liaison

- Act as a point of contact for parents, carers, staff and external professionals.
- Liaise with Local Authority departments, educational psychologists, healthcare professionals and other agencies.
- Support effective communication between all professionals involved in meeting students' additional needs.

Statutory and Compliance Support

- Support the SENCo with EHCP administration and annual review processes.
 - Prepare and distribute statutory documentation.
 - Assist with examination access arrangements and associated paperwork.
 - Monitor compliance deadlines and ensure documentation is submitted within required timescales.
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Resources and ICT

- Operate office equipment, ICT systems and relevant software packages including Microsoft Office applications.
 - Maintain accurate electronic filing and database systems.
 - Maintain stock and supplies, cataloguing and distributing resources as required.
 - Arrange the orderly and secure storage of office supplies, records and equipment.
 - Provide administrative information, advice and guidance to staff, pupils and visitors where appropriate.
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Team Responsibilities

- Provide administrative support to senior leaders, teaching staff and support staff as required.
 - Work collaboratively with colleagues to ensure administrative functions operate effectively.
 - Provide cover for other administrative staff during periods of absence.
 - Attend and participate in relevant meetings and events.
 - Participate in training, professional development and appraisal arrangements.
 - Undertake any other duties commensurate with the grade and nature of the post.
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General Responsibilities

- Be aware of and comply with all policies and procedures relating to safeguarding and child protection, health and safety, security, confidentiality, equality, diversity and data protection.

- Report safeguarding, welfare or health and safety concerns immediately to the appropriate person.
- Support and promote equality of opportunity and inclusion for all students and staff.
- Contribute to the overall ethos, mission and values of St John Fisher Catholic High School.
- Appreciate and support the work of colleagues and other professionals working within and outside the school.
- Maintain confidentiality and professionalism at all times.
- Promote and uphold the Catholic ethos of the school.
- Undertake First Aid duties and maintain appropriate records following training.
- Carry out any other duties reasonably requested by the Headteacher, Business Support Manager, Administration Manager or SENCo that are consistent with the grade and responsibilities of the post.

St John Fisher Catholic High School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The successful applicant will be required to undertake an Enhanced Disclosure and Barring Service (DBS) check, provide satisfactory references and comply with all safeguarding requirements in accordance with *Keeping Children Safe in Education (KCSIE)*.

Job Knowledge, Skills & Experience

Factors	Essential	Desirable
Qualifications	GCSE Grade 4/C or above (or equivalent) in English and Mathematics.	First Aid at Work qualification or willingness to undertake training. Relevant administration or business administration qualification (NVQ Level 2/3 or equivalent). SEND-related training or qualification.
Experience	Experience of working in an administrative, clerical or customer service environment. Experience of using Microsoft Office applications including Word, Excel and Outlook. Experience of maintaining accurate records and handling confidential information. Experience of dealing with a range of customers and enquiries both face-to-face and by telephone.	Experience of working within a school or educational setting. Experience of working in a Student Services, Reception or School Office environment. Experience of supporting a SEND department or SENCo. Experience of arranging meetings and taking minutes. Experience of handling cash and financial transactions. Experience of using school management systems (e.g. SIMS, CPOMS).
Knowledge and Skills	Excellent verbal and written communication skills. Strong organisational and time management skills. Ability to prioritise workload and meet deadlines. Accurate data entry and record management skills. Competent ICT skills including Microsoft Word, Excel, Outlook and databases. Ability to maintain confidentiality and comply with GDPR requirements. Ability to work independently and as part of a team. Good numeracy skills and attention to detail. Ability to provide a professional and welcoming service to students, parents, staff and visitors.	Knowledge of school administration systems and processes. Knowledge of safeguarding procedures and responsibilities in schools. Knowledge of SEND legislation and practice. Understanding of EHCP processes and Annual Reviews. Knowledge of examination access arrangements. Awareness of financial administration procedures.
Personal Qualities	Professional, courteous and approachable manner. Commitment to safeguarding and promoting the welfare of children and young people. Reliable, trustworthy and able to maintain confidentiality. Excellent interpersonal skills and the ability to build positive relationships. Flexible and adaptable approach to work. Ability to remain calm under pressure and manage competing priorities. Positive attitude and willingness to support colleagues. Commitment to equality, diversity and inclusion. Commitment to supporting the Catholic ethos and values of the school.	Willingness to undertake further professional development. Proactive approach to identifying and resolving problems. Interest in supporting students with additional needs and barriers to learning. Ability to contribute positively to wider school life and events.

Employee Acknowledgement

I acknowledge that I have received, read, and understood this job description. I understand the duties, responsibilities, and expectations associated with my role and agree to perform them to the best of my ability. I understand that this job description may be reviewed and updated from time to time to meet the needs of the organisation.

Employee Name: _____

Signature: _____

Date: _____