

## Job Description and Person Specification

<b>Role</b>	Office Administrator
<b>Grade and Range:</b>	Grade 3, Points 5 to 7
<b>Department:</b>	Administration
<b>Accountable to:</b>	School Business Lead
<b>Date last reviewed:</b>	June 2025

### Position Overview

In our pursuit for excellence in all that we do, as School Office Administrator, you will work as part of a team to provide high quality administrative support for a varied range of clerical, administrative and financial tasks for the school. This position will be the first point of contact for all pupil related enquiries and daily procedures, therefore excellent communication skills, professional presentation and a friendly, confident and welcoming nature are essential qualities for this position.

You will work as part of a school team and be supported by the Central Team to provide administrative support to the school whilst ensuring that the children's education is first and foremost. In fulfilment of all responsibilities and duties, the Office Administrator should show a commitment to the ethos, aims and policies of the whole school, and strive to maintain these through personal conduct and effective relationships with colleagues, pupils and families.

### Main Duties

1. To receive all visitors to the school in a friendly and professional manner ensuring they feel welcome and attended to, ensuring school visitor sign in procedures are adhered to.
2. Utilise visitor management software fully for all persons entering/leaving the premises to support the maintenance of the school's Single Central Register.

3. To establish and maintain excellent relationships with pupils, parent/carers, staff and other professionals.
4. To be responsible for maintaining a tidy and well organised office environment.
5. The post holder will perform any other duty or task that is appropriate for the role described.
6. To perform varied clerical tasks including receiving & making telephone calls, checking and verifying information, managing diaries, greeting visitors, providing directions, advice and information to basic enquiries, completing letters and documents as requested to support effective management and decision making.
7. Dealing with Admissions paperwork and queries, from Parents and the Local Authority. Ensuring timely responses and actions.
8. Completion of pupil attendance reports as required for accurate reporting to senior leaders and reporting to DfE of daily attendance data. In line with the school policies and procedures, in a timely and effective manner.
9. Completion of child absence requests paperwork/processes as required, in line with policies and procedures.
10. To process daily dinner registers, fire lists and attendance checks in line with school policies and procedures
11. To send/receive communications regarding pupil welfare
12. To manage and be responsible for the school email account, to forward emails as appropriate and respond to queries
13. To be responsible for the administration of the fruit scheme and cool milk
14. To receive and process incoming and outgoing mail
15. To undertake general office support work including filing, photocopying, routine data input and retrieval including updating pupil records on the school's management information systems.
16. Processing of school trips, undertaking letters, making bookings and collation of monies due via the Arbor system.

17. To undertake document and report preparation, storage, format, retrieval, amendment and transmission using IT skills and a range of technology to support information processing and communication
18. Regularly check stock levels of photocopying paper, uniform, staff tea/coffee, office stationery and resources including print cartridges and visitor badges/lanyards and generate orders as appropriate
19. To prepare and process routine orders to ensure that stock levels are maintained. Ensure items procured are received in good order, receiving and matching delivery notes with orders/invoices
20. To undertake cash collection and reconciliation duties including the recording of all monies received and balanced, resolving any routine anomalies via the Arbor system.
21. To promote and safeguard the welfare of children and young persons for whom you are responsible and with whom you come into contact with during the course of your duties and responsibilities. Your conduct must at all times be in accordance with the school's policies and procedures
22. To report any causes for concern relating to the welfare and safety of children to the designated person, and the head teacher, or if unavailable the designated safeguarding governor or a member of the senior leadership team
23. To attend safeguarding training as required by the school and maintain your knowledge and understanding of your responsibility for safeguarding children in this school

### General Duties

1. Be a positive influence on the climate and culture of the Flying High Partnership and be a positive example at all times.
2. Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, copyright etc. reporting all concerns to your Line Manager.
3. Be aware of and support difference and ensure equal opportunities for all.



4. Contribute to the overall aims of the School and Flying High Partnership by engaging as an active member of the School.
5. Attend and participate in relevant meetings as required.
6. Participate in training and other learning activities and performance development as required.
7. Recognise own strengths and areas of expertise and use these to advise and support others.
8. Be a flexible and supportive member of the team.
9. To commit to providing extra hours outside of normal working hours when required, on an overtime basis, specifically for Parents Evenings and Special Events, if required.
10. To perform any other task under the reasonable direction of your Line Manager which could include assisting in other areas.

**Skills and Experience Required:**

The following requirements will be assessed through either the Application Form (AF), during the Interview (I) or as part of an Assessment (AST).

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>		
A good standard of secondary education to GCSE level or equivalent	AF	
A good standard of literacy and numeracy	AF/AST	
<b>Experience</b>		
Working in or have worked in education		AF
Carrying out a range of routine clerical or administrative duties	AF/AST	
Working as part of a team	AF/I	
Following well defined processes, practices and procedures	AF/I/AST	
Carrying out tasks without close supervision	AF	
Handling information in accordance with the Data Protection principles	AF/I	
Working with IT systems including word processing,	AF/I/AST	

spreadsheets and email		
Handling and processing cash, cheques, invoices or equivalent		AF/I
<b>Behaviours</b>		
Excellent communicator	I	
Professional and approachable	I	
Ability to problem-solve as part of a team or working alone	I	
Confident at following through on tasks and resolving enquiries	I	
Proactive	I	
Positive attitude	I	
Demonstrates resilience	I	
Can work collaboratively with others and develop good working relationships	I	
<b>Skills</b>		
Excellent verbal communication skills	I	
Excellent written communication skills	AF/AST	
Excellent organisation skills	I/AST	
Ability to work under own initiative with sound personal, administration and time management skills	I	
High degree of attention to detail	AF/IAST	
Good level of IT skills including Outlook and MS Office	AF/I	
<b>Attributes</b>		
Demonstrate an understanding of the Flying High Partnership vision and values and how they will/do align themselves	I	
Committed to own continuing professional development		AF/I
Committed to putting children's education first	I	
<b>Other</b>		
Occasional work outside normal working hours - prior notice given		I
Commitment to get stuck in with Partnership and Trust wide activities		I
Ability to travel to other Trust sites		I
A commitment to abide by and promote the Trust's equal opportunities, health and safety and child protection	AF/I	

policies		
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