



Administrative Assistant – King's Academy College Park

Job Description

JOB PURPOSE

To support the day to day running of the main school office under the direction of the Office Manager. To answer the telephone, receive visitors to the school, answer routine queries and provide general administrative duties to assist the Office Manager with the smooth running of the main school office.

MAIN DUTIES

- To greet all visitors to the main school office and answer their enquiry in a friendly and timely manner and to answer and direct telephone enquiries to the appropriate person
- Distributing messages from parents/carers to members of staff using the appropriate channels and in a timely manner
- To maintain confidentiality at all times and ensure that security procedures are upheld e.g. issuing of the appropriate visitor badges, a check of DBS documentation (where necessary) and arranging for visitors to be accompanied whilst on site (if applicable)
- To action pupil absence calls and voicemails, inputting them on Studybugs
- Receiving deliveries and informing Finance and the Site team in a timely manner
- To monitor the school's general email account, answering queries and forwarding emails to the relevant person
- To send messages and letters out to parents electronically
- Provide administrative support to the Office Manager and wider school team eg. photocopying and filing
- To be responsible for lost property, keeping it tidy and checking items for names on a regular basis
- Be willing to undertake first aid training to administer first aid and medication when required
- Attend meetings and training sessions as required

SAFEGUARDING

- Ensure personal understanding of the duties and responsibilities in relation to child protection and the safeguarding of children and young people. This includes understanding of the academy Child Protection Policy, Safeguarding policy and Code of Conduct
- Ensure all issues relating to pupils are reported immediately to the delegated member of staff
- Attend mandatory training and refreshers to ensure a personal and up to date understanding of safeguarding requirements

HEALTH, SAFETY & SECURITY

- Ensure a personal awareness of and compliance with, policies and procedures related to health, safety and security, confidentiality and data protection
- Ensure concerns are reported immediately to the delegated member of staff
- Attend mandatory training and refreshers to ensure personal and up to date understanding of relevant policies and practices

EQUITY, DIVERSITY & INCLUSIVITY

- Contribute to the development of a workplace culture that promotes equity, diversity and inclusivity

To be a team player and be prepared to undertake the work of another team member in their absence with the relevant instruction and supervision.

Be prepared to undertake any other duties at the discretion of the Office Manager or Headteacher to assist in the smooth running of the school.

Person Specification – Admin Officer

	Essential	Desirable
Experience	Previous experience in a receptionist, office, or administrative role.	Experience working within a school or educational environment.
Communication Skills	Excellent verbal and written communication skills. Ability to handle enquiries professionally and promptly.	Experience managing shared email accounts and communicating with a wide range of stakeholders.
Customer Service & Interpersonal Skills	Exceptional interpersonal and customer service skills. Friendly, welcoming, polite, courteous and respectful manner.	Experience dealing with parents, visitors, and external agencies.
Organisation & Time Management	Strong organisational and time management skills. Ability to prioritise tasks effectively in a busy environment.	Experience scheduling appointments and managing calendars.
Administrative Skills	Ability to carry out administrative tasks including filing, photocopying, data entry and mail distribution accurately.	Experience maintaining records and using administrative systems.
Technology Proficiency	Proficient in using office equipment, multi-line telephone systems, email and computer systems. Ability to adapt quickly to new software systems.	Experience using school management information systems or education-specific software.
Attention to Detail	High level of accuracy and attention to detail in all tasks.	Experience handling confidential information.

Personal Qualities	Reliable, punctual, professional appearance and demeanour. Ability to remain calm and composed in fast-paced situations. Commitment to upholding the school's values and creating a positive first impression.	Experience working in a customer-facing environment with competing demands.
Safeguarding & Visitor Management	Understanding of the importance of visitor sign-in procedures and maintaining school security.	Knowledge of safeguarding procedures within schools.
Qualifications & Training	Good standard of general education.	First Aid certification or willingness to undertake training.