

Administrator

Salary: Band 5 SCP 4 – 6

Job Description

Purpose of the Post

To perform administrative duties in a professional manner and to provide administrative support to ensure the smooth running of the office. Finance focused responsibility, ensuring all orders and finance queries are dealt with. To support incoming calls and queries from parents/cares. To support reception cover when required, meeting and greeting visitors and answering the main school telephone.

Main duties and responsibilities

- Provide general administrative support and act at the main point of call for all finance queries.
- Place orders on the school's financial system
- Complete the "Goods Received" process on the school's financial system once an order has been received
- Liaise with the Trust central team regarding any finance queries
- Ensure all finance documentation is appropriately filed/archived
- To oversee all lettings bookings and compile invoices for providers and manage the lettings inbox
- Check, sort and distribute all deliveries and packages with the support of estates and Receptionist
- Act as the main point of call for all finance queries for staff including chasing outstanding orders
- Monitor and support incoming communications from whole school channels (e.g. phone, email mailbox, Arbor App) as required and sharing with the relevant staff members.
- Provide cover for reception when required, answering the telephone (transferring calls, taking and delivering caller messages) and dealing with face-to-face enquiries
- Ensuring visitors sign in on the Inventory system and issuing passes, alerting staff to the arrival of a visitor, monitoring the collection of the visitor, signing out and collecting passes as they leave
- Provide reprographics support ensuring all documentation is produced to a high standard
- Provide advice and guidance to staff, students, parents/carers and others
- Provide support during emergency procedures for safe evacuation
- Support with exam invigilation as required
- Support with the organisation of parents evening arrangements, trips/visits and other events including carrying out the associated administrative tasks
- Liaise with students, parents/carers and staff to effectively organise and manage the administration processes and procedures for designated area
- Undertake typing, word-processing and other IT based tasks
- Collate and prepare data/information and produce reports/information/data as required
- Request, collate, proof read and print reports/letters/documents
- Reply to parents/carers requests for information or queries in writing and telephone
- Maintain online and paper filing systems in line with retention and general data protection guidelines
- Respond to routine correspondence, sorting and distributing internal / external mail and emails

General Requirements

- Actively seek to develop professionally
- Participate in the school Performance Review process
- Be aware of and comply with policies and procedures relating to child protection, health, safety and security and confidentiality, reporting all concerns to an appropriate person
- Carry out all duties and responsibilities with due regard to the school policies
- Be aware of and support difference and ensure all pupils have equal access to opportunities to learn and develop
- Contribute to the overall ethos/work/aims of the school
- Appreciate and support the role of other professionals

- Attend and participate in relevant meetings as required
- Participate in training and other learning activities and performance management as required.
- To support, uphold and contribute to the development of the Schools Equal Rights policies and practices in respect of both employment issues and the delivery of services to the community
- Be subject to a police criminal records check (enhanced disclosure) from the Disclosure and Barring Service
- In accordance with the provision of the Disability Discrimination Act 1995, perform all duties and tasks with reasonable adjustment, where appropriate
- The duties of the post may vary from time to time, as required by the Head teacher, without changing their general character or level of responsibility.

Person Specification

	Essential	Desirable
Education and training	● GCSE in English and Maths Grade C or above or equivalent	● Administrative qualifications equivalent to NQF level 2
Experience	● Experience of administrative systems and ICT packages (such as Microsoft Office and/or Google Suite) ● Experience of working with people in a busy office or reception environment ● Excellent organisational skills and experience of multi-tasking ● Ability to fulfil all spoken aspects of the role with confidence	● Experience of the use of Arbor (MIS) ● Experience of working in a school
Knowledge and skills	● Carry out all aspects of the role to a high standard ● Demonstrate their ability to work using their initiative ● Work effectively to deadlines and under pressure ● Demonstrate excellent organisational and planning skills ● Excellent communication skills both verbal and written ● Ability to initiate and adapt to change ● Excellent listening skills	● Knowledge of education and policies and procedures relating to working in a school
Personal qualities	● Ability to remain calm under pressure and prioritise demands to meet deadlines ● Ability to remain calm when dealing with challenging parents and members of the public ● Ability to communicate effectively at all levels with the ability to use tact and patience ● Flexible and positive approach to change ● Willing to work as part of a team ● Caring and approachable, assertive ● Professional and customer service orientated ● Ability to maintain a high level of confidentiality and discretion at all times ● Capable of handling a demanding workload and successfully prioritising work	
DBS	● The successful candidate will require an enhanced DBS check	

Behaviours and expectations:

All staff members are expected to adhere to and promote professional standards including the Trust and Parkside's code of conduct and values.

General:

The post holder will be expected to undertake any other duties, commensurate within the grade, at the discretion of the Principal and develop and promote high standards of professional conduct in school.

You will be expected to carry out your duties in line with the School's policies, procedures and relevant legislation. You will be made aware of these in your appointment letter, contract, induction, ongoing performance management and development through school communications.

You will be expected to attend and participate in a wide variety of meetings as well as training and development activities to support Trust, and your own professional development.

As part of your wider duties and responsibilities you will be required to promote and actively support the school's responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting people from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns you might have.

The post holder must be willing to undertake an enhanced Disclosure and Barring Service check. Please note that a conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.

May 2026