

## **Job Description**

**Job title: Administration Assistant**

**Reports to: Headteacher**

**Pay Scale: Grade 3 Scale point 4**

### **Overall Job purpose:**

To provide comprehensive administrative and reception support to ensure the efficient and effective operation of the school's administrative services. Acting as a key point of contact for pupils, parents, staff, visitors, and external agencies, the role supports communication, pupil welfare, safeguarding, financial administration, and general office functions, contributing to a welcoming, organised, and professional school environment.

### **Principal Duties and Responsibilities:**

#### **Administration and Reception**

- Act as a positive first point of contact for the school, welcoming visitors and handling enquiries professionally.
- Manage incoming telephone calls, emails, and correspondence, ensuring messages are passed on accurately and promptly.
- Receive, sort, and distribute incoming mail.
- Produce and assist with the preparation of school letters, flyers, leaflets, brochures, and other communications in both electronic and hard-copy formats.
- Carry out general administrative duties including photocopying, filing, collating, and distributing information.
- Administer pupil sign-in and sign-out procedures during school hours.
- Organise hospitality arrangements for meetings and visitors where required.

#### **Pupil Welfare and Safeguarding**

- Provide first aid support as required.
  - Promote and safeguard the welfare of children and young people in accordance with school policies and procedures.
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- Maintain accurate records relating to pupil attendance, welfare, and administration.

## **Finance and School Operations**

- Receive and process payments, income, invoices, and other financial transactions.
- Process and bank cash and cheques and issue receipts as required.
- Support the administration of school trips, visits, and associated payments.
- Liaise with external agencies and professional organisations, including the School Nursing Team and other service providers.

## **Professional Responsibilities**

- Contribute positively to the school's ethos, values, and objectives.
- Participate in training, professional development, and performance review activities.
- Maintain high standards of professionalism, confidentiality, tact, and diplomacy at all times.
- Act as an ambassador for the school within the local community and beyond.
- Undertake any other reasonable duties requested by the Headteacher, Senior Leadership Team, School Business Manager, or Governors that are consistent with the role.

## **Key Relationships**

- Report directly to the School Business Manager.
- Work collaboratively with colleagues within the school office and wider school community.
- Develop positive and effective relationships with pupils, parents/carers, staff, external agencies, and partner schools.

## **General Duties**

- To have due regard to the provisions of Health and Safety at work legislation
  - To have due regard to the Trust's Equal Opportunities Policy
  - To be aware of the confidential issues regarding this post including adhering to GDPR requirements
  - To undertake any other duties that are within the grade and scope of the post, as determined by the Headteacher.
  - To undertake annual mandatory and statutory training as directed by the Trust or School.
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## **Developing self and working with others**

- Promote and maintain a culture of high expectations for self and others
- Regularly review own practice, set personal targets and take responsibility for own development, seeking advice and support from relevant colleagues

## **Scope:**

The post-holder will be based at one of the Trust Schools and will be expected to work across the Trust, travelling from time to time to school sites. This job description needs to be considered in the context of a developing and evolving situation and, therefore, responsibilities described here may be adapted to meet changing needs.

## **Safeguarding:**

Compass Eko Trust is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. Employees are expected to have due regard for safeguarding and promoting the welfare of children and young people and to follow the child protection procedures adopted by the Trust.

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## Person Specification

Criteria	Essential	Desirable	How tested
Qualification	<ul style="list-style-type: none"> <li>• Minimum GCSE Grade C or equivalent in English Language &amp; Maths</li> <li>• You should be an experienced administrator (ideally with 2+ years' experience) who has excellent communication and customer service skills</li> </ul>	<ul style="list-style-type: none"> <li>• First Aid at work</li> <li>• Paediatric first aid</li> </ul>	<ul style="list-style-type: none"> <li>• Certificates</li> <li>• Application Form</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Experience of Reception or customer service based work</li> <li>• Have accuracy and attention to detail</li> <li>• Ability to prioritise work and have a proactive approach to ensure deadlines are met.</li> <li>• Flexible and reliable with a 'can-do' approach to being asked to carry out a variety of tasks</li> <li>• Have the ability to multi-task.</li> </ul>	<ul style="list-style-type: none"> <li>• Recent educational setting admin experience</li> <li>• Recent experience of first aid in an educational setting</li> <li>• Knowledge of allergens &amp; dietary needs in relation to children</li> <li>• Additional first aid training, eg. Diabetes, epilepsy, anaphylaxis</li> </ul>	<ul style="list-style-type: none"> <li>• Interview</li> <li>• Tasks</li> </ul>

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<p>Knowledge and Skills</p>	<ul style="list-style-type: none"> <li>● Ability to read and understand instructions</li> <li>● Ability to maintain a high level of confidentiality</li> <li>● Ability to use/operate general office equipment, including photocopiers and laminators</li> <li>● Be a competent user of ICT (in particular Internet Explorer and Microsoft Office programs including Word, Excel and Gmail) with very good, accurate, keyboard and database skills (training will be provided on the school's databases and software as required, but an ability and willingness to quickly learn how to use a new database will be essential)</li> <li>● A high standard of literacy required for maintaining records and producing a range of written correspondence.</li> </ul>	<ul style="list-style-type: none"> <li>● An awareness of health and safety procedures</li> <li>● Knowledge of school related systems e.g. Bromcom, MCAS &amp; PSF</li> <li>● A good understanding of GDPR and Data Protection Legislation</li> <li>● A good understanding of Child Protection and Safeguarding Children legislation</li> <li>● Knowledge of the school's financial procedures, e.g. banking</li> </ul>	<ul style="list-style-type: none"> <li>● Interview</li> <li>● Task</li> </ul>
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Personal attributes	<ul style="list-style-type: none"><li>● Punctual, dependable and trustworthy</li><li>● Is proactive and actively seeks solutions</li><li>● Discreet, tactful and able to maintain confidentiality</li><li>● Patient, courteous and positive</li><li>● Ability to recognise and resolve or report problems</li><li>● Good telephone manner</li><li>● Sensitivity to pupils' needs</li><li>● Ability to communicate clearly</li></ul>		<ul style="list-style-type: none"><li>● Interview</li></ul>
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