



JOB DESCRIPTION

Role

Administrative Support Assistant

Grade

Grade 3, Spinal Point 5–6

Purpose

To provide high-quality administrative and customer service support to colleagues, parents, carers, visitors and students, ensuring the smooth and efficient operation of school administrative systems and supporting teaching colleagues to maximise enrichment and extra-curricular opportunities for students.

Staff Responsibilities

No line management responsibility. Staff group: none.

Deployment

Cross-Trust. The postholder will normally support administrative functions across the school office and reception areas and provide cover for colleagues where required, and may occasionally support other Maiden Erlegh Trust schools.

Financial Accountability

No budgetary responsibility.



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Key accountabilities

- Support teaching and learning by providing effective administrative support that enables teaching colleagues to maximise enrichment and extra-curricular opportunities for students while reducing unnecessary administrative workload.
- Ensure high-quality administrative and customer service support is delivered across the school office, enabling effective communication with parents, carers, students, colleagues and visitors and contributing to the smooth operation of school administrative systems.
- Maintain accurate student and school administrative records, supporting statutory requirements including the school census and data management processes, and ensure information is handled securely and confidentially to enable accurate statutory reporting.
- Support safeguarding, visitor management and first aid provision across the school environment, ensuring procedures are followed consistently and visitors are managed safely in accordance with safeguarding expectations.

Relationships

The postholder will build positive, professional relationships with a wide range of stakeholders, including Trust and school leaders, colleagues across Maiden Erleigh Trust, students, parents and carers, plus external partners. These relationships are central to creating a collaborative, supportive environment that enables shared success and strong outcomes for all.

Supporting Maiden Erleigh Trust

The postholder may occasionally support other Maiden Erleigh Trust schools, promoting collaboration, professional growth, and the sharing of effective practice. This cross-Trust work provides opportunities to learn from colleagues, contribute to improvement initiatives, and strengthen our community.



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Main duties and accountabilities

- Provide administrative support that enables teaching colleagues to maximise enrichment and extra-curricular opportunities for students and reduces unnecessary administrative workload, ensuring activities are organised efficiently
- Produce and distribute standard letters using the school's electronic communication systems and postal services to support effective administration and communication.
- Assist with the maintenance of the school website and social media platforms in line with school guidance.
- Act as a professional first point of contact for students, parents, carers and external stakeholders, responding to queries by telephone or in person and directing enquiries appropriately to support positive stakeholder engagement.
- Support safeguarding, visitor management and first aid provision across the school environment, ensuring procedures are followed consistently and visitors are managed safely in accordance with safeguarding expectations

Trust Culture

- Work collaboratively with colleagues across the administrative and wider school team, providing cover and support for reception and other administrative functions when required.
- Provide high-quality customer service to colleagues, parents, carers and visitors, contributing to a professional and welcoming school environment.
- Provide administrative support across the wider school office team and deputise for colleagues where required.



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Other

- Manage the school's central email inbox, ensuring queries are responded to promptly or forwarded to the appropriate colleague.
- Maintain accurate student and school administrative records, including information required for the school census and data management processes, ensuring records support accurate statutory reporting.
- Maintain accurate filing and record management in accordance with the school's records retention policy, ensuring confidentiality and data protection requirements are met.
- Handle information securely and confidentially in accordance with relevant requirements.

Other requirements and responsibilities

- Enhanced DBS clearance required.
- The postholder must comply with all Trust and school policies and procedures, including those relating to safeguarding, health and safety, equality, behaviour, and data protection.
- All staff are expected to be committed to safeguarding, equality and promoting the welfare of children and young people and to be aware of local safeguarding policies and procedures and to report any concerns or information received as required.
- The Trust retains the right to implement changes in job descriptions to reflect changes in the demands of the post. Where this is necessary, this will be done in consultation with the postholder.
- All employees of the Trust are expected to support its values and ethos and contribute to a professional, inclusive and safe working environment.