

Administrative Assistant – Job Description

Reporting to: PA to the Headteacher
Band/ Scale: OLOL Band 2, Scale Points 3 - 5

Core purpose

To provide high-quality administrative support to the whole school community, ensuring the effective delivery of key processes and contributing to a positive and professional school environment.

Specific areas of responsibility and key tasks:

Administration Duties

- Provide comprehensive support for the attendance process, including signing in late students, preparing Fixed Penalty Notices, maintaining accurate attendance records.
- Provide support to Achievement Leaders and the Assistant Headteacher responsible for Attendance.
- Use Arbor software to access, update, and maintain student and agency contact information, ensuring the data is accurate and up to date.
- Be first aid trained.
- Work collaboratively with colleagues as part of the administrative team to ensure smooth day-to-day operations.
- Undertake tasks as directed by the PA to the Headteacher, in line with the needs of the Academy.

Reception Support Duties

- Provide Reception cover as required, welcoming visitors in a professional, courteous, and efficient manner.
- Ensure all visitors follow the Academy's safeguarding and signing-in procedures, including appropriately challenging unidentified or unexpected visitors.
- Manage incoming and outgoing telephone calls to parents and carers in accordance with Academy communication standards, including handling challenging calls with professionalism and sensitivity.

Whole Academy Responsibilities

- Be a positive influence on the climate and culture of the Academy, acting as a role model at all times.
- Support and uphold the Catholic ethos and values of the Academy.

- Be aware of and comply with all policies and procedures relating to safeguarding, child protection, health and safety, confidentiality, data protection, and copyright, reporting any concerns to the appropriate line manager.
- Maintain strict confidentiality regarding students, families, and Academy information, ensuring secure storage and disposal of sensitive records in line with GDPR and relevant legislation.
- Promote and support equality, diversity, and inclusion across the Academy.
- Attend and participate in relevant meetings, training sessions, and professional development activities as required.

Skills and Abilities

The postholder will be expected to demonstrate the following competencies:

- Strong understanding of GDPR requirements and the ability to ensure compliance in all administrative tasks.
- Ability to work independently, using initiative to resolve unexpected issues calmly, efficiently, and methodically.
- Willingness to learn new skills, develop existing capabilities, and share knowledge with colleagues where appropriate.
- Excellent interpersonal and communication skills, with the ability to engage confidently and professionally with staff, students, parents, and visitors.
- Ability to manage multiple tasks, respond to conflicting demands, and work flexibly within a busy school environment.
- Experience in a similar administrative role is desirable, though not essential.

The Our Lady of Lourdes Catholic Multi-Academy Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. This post is subject to satisfactory references, which will be requested, prior to interview, an enhanced Disclosure and Barring Service (DBS) check, medical check, evidence of qualifications plus verification of the right to work in the UK.

The Trust will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

Whilst every effort has been made to outline the key duties and responsibilities of the role, it is not an exhaustive list. The duties and responsibilities of the role may vary from time to time, commensurate with and without changing the general character of the duties or the level of responsibility entailed, and would not in itself justify a reconsideration of the grading of the post.

Person specification

Requirements	Essential	Desirable	Demonstrated By
Qualifications & Training	5 GCSEs at Grade C or above including English and Maths (or equivalent) To be first aid trained or willing to undertake this training	Formal ICT Training	Interview/Application form
Experience	Experience of working in a busy admin/secretarial position	Experience of working in a school office	Application Form/Interview
Skills	ICT literate: Advanced level Word Outlook, PowerPoint and Excel Highly organised, efficient and accurate Excellent communication skills	Internet Skills Database skills	Application Form /Task
Knowledge		Knowledge of school systems Knowledge and previous use of Arbor.	Application form/Interview
Management	Able to manage own workload. Ability to prioritise. Able to plan ahead.		Interview
Aptitude & Personal qualities	Excellent telephone manner Reliable Friendly and approachable Professional Manner Helpful Able to relate well to staff, students and visitors		Interview