

Part A - Grade & Structure Information

Job Family Code	5BF	Role Title	School Administrator
Grade	S5	Reports to (role title)	Administration Manager
JE Band	161-191	School	Esher C of E High School
		Date Role Profile created	September 2025

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	Cover Administration <ul style="list-style-type: none"> • Use the school information management system to record absence and assign appropriate staff to cover lessons and duties for the day. • Liaising with teaching and support staff to manage the placement of staff into classes where needed. • Communicating staffing needs and subsequent staff allocation decisions effectively across the whole school. • Contacting supply agencies and staff as needed to arrange external support where budget allows and need arises. • Organise room bookings for exams, requests from teachers, re-rooming for events as required. • Produce statistics, as required, relating to the level of cover required and provided by individuals and departments. • Meet and greet external supply teachers, ensuring they are equipped for the day School Administration and Event coordination This role will include general school administrative tasks. This will be managed by the Administration Manager. Key outputs may include (not a definitive or exhaustive list: <ul style="list-style-type: none"> • Be the lead administrator to coordinate school events • An example of school events includes parent evenings, NHS injections, school photos, open events, meetings (internal or external) • Publish and update the school calendar • Typing, publishing and collating documents for internal and external use • School contact for bus companies and school transport
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	<ul style="list-style-type: none"> • be a link contact for families and the school with transport providers • Assist with covering office absence • To carry out all such other duties as their line manager may reasonably direct.
Enlighten Learning Trust Work Context and Generic Responsibilities	<p>This role is based at Esher C of E High School part of Enlighten Learning Trust.</p> <p>Enlighten Learning Trust expects all its staff to:</p> <ul style="list-style-type: none"> • Maintain confidentiality in and outside of the workplace • Be pro-active in matters relating to health and safety and report accidents as required • Support the aims and ethos of the Trust setting a good example in terms of dress, behaviour, punctuality and attendance • To carry out all such other duties as the SLT or your line manager may reasonably direct; this may include the invigilation of exams.
Line management responsibility if applicable	N/A
Budget responsibility if applicable	N/A
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Ensure information and records are processed and stored to agreed procedures. • Assist in providing and manipulating basic data for statistical and other reports. May run and present standard reports. • Prepare and despatch a range of standard correspondence/documents to ensure an efficient response to enquiries and timely conclusion of any process connected with the defined area of activity. <p>Service Delivery</p> <ul style="list-style-type: none"> • Deliver a range of administrative and/or customer/consultancy services in support of existing systems or processes to agreed standards, to maximise service quality and continuity. • Receive and respond to everyday enquiries from customers to provide a timely, courteous and efficient service. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Support a group of senior staff, ensuring confidentiality, and assisting in the effective organisation of internal/external meetings and activities to support a high standard of office organisation. • Assess the range and volume of work to be undertaken for the days ahead and plan to ensure it is completed to time and to an appropriate standard. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Follow established ordering procedures to ensure adequate resources are available to meet work requirements. <p>Work with others</p>

	<ul style="list-style-type: none"> • Receive visitors and provide/request basic information in a courteous manner to promote a positive image of the work unit. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<p>Minimum 3 GCSEs at Grade C or above, or equivalent, or able to evidence ability at an equivalent level.</p> <ul style="list-style-type: none"> • Familiar with one or more of the specific processes used in business, communication, financial or HR administration. • Ability to apply relevant health and safety, equality and diversity, and other county/service policies and procedures. • Competent in a range of IT tools. • Ability to work with others to achieve objectives and provide excellent customer service. • Good written and oral communication skills with the ability to build sound relationships with staff and customers. • Ability to prioritise and plan own workload in the context of conflicting priorities. • Experience of working in a busy office environment.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>The successful candidate will be subject to a satisfactory enhanced disclosure from the Disclosure and Barring Service (DBS). Enlighten Learning Trust is committed to the safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.</p> <ul style="list-style-type: none"> • Experience of working within a school or similar setting. • Excellent organisational and communication skills.
Role Summary	<p>Roles at this level provide a business support service as part of a specific service or service team. They work within established processes and procedures, resolving problems or queries with the more complex issues referred to others. They support more senior staff by executing the detailed processes in specific aspects of business, financial, communication, facilities and/or HR administration and will be fully versed in all procedures of their specialism. They will be subject to supervision but will be expected to organise their own workload and set their own priorities within short, e.g. day-to-day timescales. They may</p>

	support a group of more senior staff with some of the more routine duties and ensure matters are dealt with appropriately when they are out of the office. Some roles at this level may be more restricted in terms of variety or organisation of tasks than others. Where this is the case, customer service may be the predominant feature.
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