



Queen's College, London

Established 1848

School Office Administrator

The Role

The School Office Administrator plays a key role in the smooth day-to-day running of the College, providing high-quality administrative and organisational support to staff, pupils, and parents. This is a varied and busy position that requires excellent interpersonal skills, attention to detail, discretion, and the ability to multitask in a fast-paced environment.

We will be developing a central administrative hub where each member of the team has an understanding of their colleagues' roles and responsibilities, enabling us to provide a seamless administration service to the school community.

Reporting to: Office Manager

Key Responsibilities

Attendance and Pupil Registration

- Daily management of registration ensuring registers are completed (morning and afternoon), and pupil absence is followed up with parents, and the pupil registration system is accurate.
- Working with the Deputy Head, Pastoral to ensure attendance data is tracked in accordance with department for Education guidance.
- Written correspondence sent to parents or meetings arranged when attendance has fallen below required levels.
- Collaborating with Safeguarding team on individual pupil cases.

Administrative Support

- Manage incoming communications — including phone calls, emails, and visitors — ensuring all enquiries are handled promptly and professionally.
- Provide administrative and organisational support for the Senior Leadership Team.
- Maintain accurate pupil and staff records, ensuring compliance with data protection requirements.
- Assist with the preparation of letters, reports, presentations, and documents.
- Support teachers in key school processes such as events, timetabling updates, and exam administration (as required).

Front Office & Communication

- Act as a welcoming first point of contact for pupils, parents, visitors, and external partners, ensuring external visitors are managed under our safeguarding procedures.
- Ensure security of the front entrance of the College, allocating passes and providing necessary H&S information, as required.
- Ensure the reception area is friendly, efficient, and representative of the College's high standards.
- Support internal and external communication as required, including newsletters, notices to parents, and email correspondence.

Operational Support

- Assist with the organisation of school events, open days, and meetings.
- Liaise with other departments (Admissions, Finance, Estates, IT) to ensure smooth coordination of administrative tasks.
- Handle routine ordering tasks (e.g., stationery, uniform lists, catering requests) in accordance with College procedures.
- Provide administrative support for safeguarding, HR, and compliance documentation when needed.
- Administrative responsibility for an area such as extra-curricular activities or events in collaboration with the rest of the team.

Other Duties

- Undertake additional duties that are commensurate with the role, as reasonably required.

All staff are expected to:

- Be aware of and committed to the ethos and values of Queen's
- Take an active role in the development and implementation of school policies and in the whole life of the school
- Ensure that there are equal opportunities for all
- Adhere to school policies and procedures
- Be fully committed to safeguarding and promoting the welfare of children

Person Specification

The successful candidate is highly likely to have the following skills and experience:

Essential

- Previous experience in an administrative, secretarial, or office role.
- Excellent written and verbal communication skills.
- Strong IT skills (Microsoft Office including Outlook and Excel, databases).
- Highly organised, punctual, proactive, and efficient multitasker, with the ability to prioritise.
- Warm, calm, professional manner and commitment to high standards of customer service.
- Ability to handle sensitive and confidential information with discretion.

Desirable

- Experience in a school or education setting.
- Knowledge of school management systems (e.g. School Base or iSams).
- First Aid qualification or willingness to train.
- Familiarity with GDPR and safeguarding procedures.

Personal Attributes

- Friendly, approachable, and calm under pressure
- Reliable, punctual, and professional at all times
- Strong attention to detail and accuracy
- Team player with a flexible, “can-do” attitude
- Commitment to the values and ethos of Queen’s College

Terms and Conditions

- Permanent position.
- Full-time, term time plus 2–3 weeks (or full year)
- Start date: November 2025 (or as soon as possible).
- The salary for this role is £35,000 per annum (FTE)
- Normal working hours: 0730 to 1630, with a 1-hour lunch break, Monday to Friday, with occasional evening work. Term time only but open to negotiation.
- Training and support will be provided.
- Free lunch in the Dining Hall during term time.
- Defined contribution pension scheme (up to 10% employer contribution).
- Wellness Allowance.
- Cycle to Work Scheme.
- Employee Assistance Programme.

Queen's College, London is committed to safeguarding and promoting the welfare of children; applicants must be willing to undergo the requisite pre-employment procedures, including checks with past employers and the Disclosure and Barring Service.

During the shortlisting process, Queen's College, London will consider carrying out an online search on shortlisted candidates as part of its due diligence.

This post is 'exempt' from the Rehabilitation of Offenders Act 1974; all shortlisted applicants will be required to declare:

- *All unspent conditional cautions or convictions under the Rehabilitation of Offenders Act 1974*
- *All spent adult cautions (simple or conditional) or spent convictions that are not protected as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (Amendment) (England and Wales) Order 2020*

The amendments to the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (2013 and 2020) provides that when applying for certain jobs and activities, certain convictions and cautions are considered 'protected'. This means that they do not need to be disclosed to employers, and if they are disclosed, employers cannot take them into account. Further guidance on disclosure can be found [HERE](#).

Queen's College, London recognises the positive value of diversity, promotes equality and challenges discrimination. We welcome applications from people of all backgrounds.