



## Job Pack

**Senior Office**

**Administrator**

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February 2026

Dear Candidate,

I am thrilled that you are considering joining SEARCH Education Trust! We are a dynamic family of schools committed to positively transforming the lives of our students. Our philosophy is simple yet powerful: "stronger together." By fostering collaboration and innovation, we empower both our students and staff to achieve excellence.

The Search Education Trust is founded upon the importance of providing an excellent education for all our young people so they can live happy, successful lives making a positive difference within the community. Our vision is to grow strong, sustainable, successful school communities which:

- **Stretch** the imaginations of learners and teachers through an inspirational curriculum, and strategies for teaching and learning.
- **Empower** young people to be entrepreneurial and creative leaders of the future
- **Aspire** for young people to discover how they can be the best they can be
- **Reach** out to everyone, celebrate diversity, and leave no one behind
- **Collaborate** to develop a community of shared practice and effective partnerships for school improvement
- **Help** and support our learners, staff and families to have a voice in the community; to be actively involved, happy, safe, resilient and healthy.

These values form the foundation of our SEARCH vision. They define our community and create a space within the education system where schools can collaborate, grow, and flourish together.

Having been part of this incredible Trust for 15 years, I am deeply proud to now lead our group of ever-strengthening and expanding schools. I have seen firsthand the transformative power of our collective efforts and the boundless opportunities we provide for staff and students alike.

When you choose the SEARCH Education Trust, you are choosing to be part of an ambitious, supportive, and evolving community. Here, you will be valued, encouraged, and empowered to develop your unique talents. We are committed to supporting you every step of the way on your journey with us.

We are eager to welcome passionate, dedicated individuals who share our vision and values. Thank you for considering SEARCH Education Trust as your next career move. We look forward to receiving your application and to the possibility of working together to make a lasting impact.

Yours faithfully,

**Mrs Elen Roberts**  
**Executive Headteacher**  
**For and on behalf of SEARCH Education Trust**

## Job description

<b>Post</b>	<b>Senior Office Administrator</b>
<b>Grade</b>	<b>SO1 point 23 to 25 £38,256 to £39,276</b>
<b>Contract</b>	<b>52 weeks, full time</b>
<b>Hours</b>	<b>Monday to Friday 8 a.m. to 4 p.m. 52 weeks</b>
<b>Responsible to</b>	<b>EA to Headteacher and Customer Service Manager</b>

As a **Senior Office Administrator**, you will play a key role in ensuring the smooth operation of the school's administrative functions.

### Key Purpose of the Job

- To lead main reception and student services reception staff on a day to day basis in managing the school's administration workload;
- To support the EA to Head of School and Customer Service Manager in ensuring customer service and administration is of the highest standard;

### Accountabilities

- To support the EA to Head of School and Customer Service Manager on a day to day basis to manage the school's administration workload;
- To lead Main Reception on a day to day basis in managing the school's administration workload;
- To ensure that the office is covered at all times during normal hours and special event days.
- Organise the deployment of tasks, rotas and duties within the school's general school office and reception. Participate in the conduct and completion of these activities;
- Attend meetings to produce accurate minutes;
- Organise relevant meetings including liaising with third parties;
- Send out whole school communications;
- Proofread communications prior to issue;
- Process relevant reports and correspondence; organising and presenting information in a variety of formats;
- Facilitate excellent communication and liaison with the team and with general school staff.
- Efficiently and effectively manage the reception including dealing with visitors and students and to provide a general support service within the school.
- Oversee the distribution of post and messages
- Provide a first aid support service in coordination with support staff: On call Team and general staff.
- Ensure the switchboard is effectively, professionally and politely managed, including the taking of messages - referring calls on as appropriate.
- To undertake HR + Recruitment administration as led by the Customer Service Manager
- Provide a security screening and monitoring service of visitors to the school.

- Be able to cover Reception and Student Service Office when required;
- Compose and edit correspondence;
- Meet and greet visitors as necessary;
- To open and sort mail and pass to the relevant member of staff;
- Making sure telephone callers and visitors receive a professional response and are dealt with by the appropriate person;
- To arrange hospitality for meetings;
- Maintain stationery supplies for the office.
- Ensure the Sale of School Uniform is administered from the Office at all times.
- Stock control and management of Uniform, including the running of the Uniform Shop
- To assist with the administrative side of the ParentPay system.
- Assist in all general enquiries.
- Set up new staff and maintain existing members of staff on the telephone system in liaison with other departments;
- Assist with the recruitment administration and processes in accordance with procedures to ensure that all necessary paperwork is completed within the required timescales.
- Ensure the completion of the Heads Newsletter and the weekly staff bulletin;
- To be familiar with the basic duties within the school.
- To receive incoming telephone calls, deal with queries and pass on messages.
- To liaise and deal with queries from staff, students, governors, parents and all other visitors to the school and be prepared to undertake any relevant task if and when the need arises.
- To resolve complaints in line with policy;
- To support with First Aid as required;
- Other reasonable duties as required by Manager;

#### **Additional Responsibilities**

- Adhere at all times to the school code of conduct
- Attend team and staff meetings.
- Attend and participate in open evenings.
- Uphold the school's behavior (Values for Success Policy) and Uniform Policy)

#### **Key Organisational Objectives**

- The postholder will contribute to the academy's objectives in service delivery by:
- Following Health and Safety requirements and initiatives as directed.
- The academy is committed to safeguarding and promoting the welfare of children and young people and we expect all staff to share their commitment
- Ensuring compliance with GDPR.
- At all times operating within the school's Equalities policies, demonstrating commitment and contribution to improving standards of attainment.
- Adopting Customer Care and Quality initiatives
- Contributing to the maintenance of a caring and stimulating environment for young people

#### **Safeguarding Children**

SET is committed to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment and to undergo appropriate checks, including enhanced DBS checks.

### **Conditions of Service**

Governed by the National Agreement on Pay and Conditions of Service, supplemented by local conditions as agreed by the Trust

### **Special Conditions of Service**

Because of the nature of the post, candidates are not entitled to withhold information regarding convictions by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 as amended. Candidates are required to give details of any convictions and are expected to disclose such information at the appointment interview.

Because the post allows substantial access to children, candidates are required to comply with departmental procedures in relation to Police checks. If candidates are successful in their application, prior to taking up post they will be required to give written permission to the Department to ascertain details from the Metropolitan Police regarding any convictions against them and, as appropriate the nature of such convictions.

### **Equal Opportunities**

The postholder will be expected to carry out all duties in the context of and in compliance with the Trust Equalities policies.

Date signed: .....

Signature of postholder: .....

Name of postholder: .....

## Person Specification

	Essential	Desirable
<b>Qualifications</b>		
Educated to degree level or equivalent	✓	
<b>Experience</b>		
Ability to use ICT effectively	✓	
Ability to use ICT to raise achievement	✓	
Provide high-quality assistance to pupils with behavioural and educational needs	✓	
Experience of managing staff	✓	
Experience of delivering a mentoring service and intervention programme	✓	
Ability to provide high-quality outcomes	✓	
Demonstrable experience of improving student outcomes	✓	
Multi agency working	✓	
Managing and implementing recording and reporting systems	✓	
Administrative experience	✓	
<b>Skills</b>		
<b>Personal</b>		
Well organised	✓	
Well presented	✓	

Excellent communication skills and organisational skills	✓	
Ability to work hard under pressure while maintaining a positive, professional attitude	✓	
Ability to organise and prioritise workload and work on own initiative	✓	
Ability to work as part of a team	✓	
Commitment to personal career development	✓	
Flexible and willing to contribute to the success of the team	✓	
Problem solving	✓	
Attention to detail in communication and planning	✓	
Ability to train and develop staff	✓	
<b>Knowledge and understanding</b>	✓	
Safeguarding and child protection policies and procedures	✓	
Developments in the National Curriculum	✓	
<b>Equal opportunities</b>	✓	
Understanding of different social backgrounds of students	✓	
Understanding the needs of students and the appropriate strategies to support them	✓	
Understanding the needs of bilingual students	✓	

Heartlands High School, part of the SEARCH Education Trust, is committed to safeguarding and promoting the welfare of our students and young people. The successful applicant will therefore be required to complete checks in line with the requirements of Keeping Children Safe in Education with regard to DBS and other pre-employment checks.

We encourage applications from all sectors of the community to reflect our diverse student population.

**Senior Office Administrator – Heartlands High School**

**Salary: SO1 point 23 to 25 £38,256 to £39,276**

**Location: Haringey**

**Contract type: Monday to Friday, 52 Weeks**

**Contract term: Permanent**

**Closing date: 23rd February 2026**

**Interview Date: 6th March 2026**

SEARCH Education Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. An enhanced Disclosure and Barring Service (DBS) check is required for all successful applicants. SET is an equal opportunities employer.

We pride ourselves on ensuring that our staff gain the right development to ensure a successful career. We have a strong record in securing promotion. Our recent Ofsted noted; 'Leaders have been able to cultivate an ethos of focusing on the needs of individual pupils. Pupils irrespective of their starting points, receive a range of support. Many pupils make very good progress...' (Ofsted 2016)

Heartlands High School is a great place to work. We support our staff with an appraisal model that encourages development. Our continuing professional development ensures that staff work together to improve their practice. We empower staff to deliver great service through a high expectations culture within the school.

The School is in the heart of Wood Green close to shops, over ground, underground and bus links. You will be joining an energetic and dedicated team of colleagues working to provide exceptional service to our staff and a group of diverse and rewarding young people.

The successful candidates will be responsible for duties including:

- To lead Main Reception and Student Service reception staff on a day to day basis in managing the school's

administration workload

- To support the PA to Head of School and Customer Service Manager in ensuring customer service and administration is of the highest standard

If you would like to find out more about the position, we would like to talk to you.

Interested? For further information, please contact: Bailey-Olivia Henry, PA to SLT and HR Administrator  
Email: [bailey-olivia.henry@heartlands.haringey.sch.uk](mailto:bailey-olivia.henry@heartlands.haringey.sch.uk)

**Completed application forms must be submitted by 9am on Monday 23rd February 2026. Interview date to be confirmed.**

**NB:** Please note that in line with the new Keeping Children Safe in Education updates, an online search will be conducted as part of our due diligence checks on all shortlisted candidates. CV's or incomplete application forms will not be considered. Only those that are shortlisted will be contacted by the school.

Applications may be considered whilst the posts are being advertised. SEARCH Education Trust reserves the right to close adverts earlier than the stated deadline. We advise early applications are submitted.