

JOB DESCRIPTION



School Office Administrator / Senior Midday Assistant

Hours:	32.5 hours per week, term time plus two days
Grade:	Essex Support Scale 3 (£26,847- £27,274) Actual Salary: £19,765 –20,079 per annum Fixed Term until July 2027
Responsible to:	Interim Headteacher
Liaison with:	Headteacher, Teaching and Support Staff, Pupils, Parents and Carers, Governors, Local Authority Officers, External Agencies, Contractors and Visitors.
Location:	Holt Farm Infant School

Job Purpose

To provide an efficient, professional and welcoming administrative service, supporting the effective day-to-day operation of the school office. The postholder will provide reception, attendance, admissions, welfare and general administrative support, whilst undertaking the responsibilities of the Senior Midday Assistant to ensure the safe and effective operation of the school's lunchtime provision.

Key Responsibilities

Reception and Customer Service

- Act as the first point of contact for telephone, email and face-to-face enquiries, providing a professional and welcoming reception for parents, visitors, pupils and external agencies.
- Receive and direct visitors, ensuring safeguarding and security procedures are followed, including signing visitors in and out and issuing visitor badges.
- Respond to enquiries or refer them to the appropriate member of staff.
- Receive, sign for and distribute deliveries, post and courier items.
- Prepare refreshments and hospitality for meetings and visitors where appropriate.

Office Administration

- Provide comprehensive administrative and clerical support to the Headteacher and wider school staff.
- Produce, format and distribute letters, reports, forms, newsletters and other documentation.
- Maintain accurate electronic and paper filing systems.
- Maintain and update pupil records using SIMS and other school management systems.
- Complete admissions administration, including in-year admissions, ensuring all relevant documentation is processed accurately.
- Complete Local Authority admissions and migration documentation as required.

- Carry out eligibility checks, including OFSM entitlement, and update relevant systems.
- Assist with Reception admissions and associated communications.
- Maintain ParentMail, including communication with parents, payments, clubs, educational visits and events.
- Maintain CPOMS records where appropriate and ensure safeguarding concerns are recorded in line with school procedures.
- Coordinate administration for school visits, educational trips and extracurricular activities, including correspondence, bookings, ParentMail and registers.
- Support the organisation and administration of Parents' Evenings, Open Days and other school events.
- Manage Breakfast Club and After School Club registers, bookings and refunds where required.
- Manage school keys, locker keys and key safes.
- Update staff records and annual data collection information on SIMS.

Attendance and Pupil Administration

- Monitor daily pupil attendance and contact parents regarding unexplained absences.
- Record attendance accurately within SIMS.
- Escalate persistent absence or safeguarding concerns to the Attendance Officer and record concerns on CPOMS where appropriate.
- Produce daily attendance reports.
- Produce daily dinner reports and provide accurate information to the school kitchen.
- Maintain pupil allergy, dietary and medical information and ensure relevant staff are informed.

Welfare

- Administer first aid to pupils in accordance with school policy.
- Maintain an appropriate Paediatric First Aid qualification.
- Maintain accurate accident, first aid and medical records.
- Liaise with parents regarding pupil illness or injury.
- Support visits from healthcare professionals and external agencies.
- Promote the health, welfare and wellbeing of pupils throughout the school day.

Senior Midday Assistant Responsibilities

- Lead and coordinate the Midday Assistant team during the lunchtime period.
- Allocate duties and provide day-to-day guidance to Midday Assistants.
- Ensure the safe, effective and efficient supervision of pupils during lunchtime.
- Promote positive behaviour and reinforce the school's Behaviour Policy.
- Support pupils' health, safety and wellbeing during lunchtime, both in the dining hall and on the playground.
- Liaise with teaching staff and senior leaders regarding behaviour, welfare or safeguarding concerns arising during lunchtime.
- Ensure pupils with medical, dietary or allergy requirements are appropriately supported.
- Maintain lunchtime registers and communicate attendance information where required.
- Administer first aid during lunchtime in accordance with school procedures.
- Encourage positive play, inclusion and appropriate use of playground equipment.
- Report accidents, incidents and safeguarding concerns promptly and accurately.

- Support the induction and development of Midday Assistants where required.

General

- To actively promote the school's policies.
- To be courteous and provide a welcoming environment.
- To be aware of, and comply with, school policies and procedures relating to child protection, health, safety and security, confidentiality, and data protection, reporting all concerns to an appropriate person.
- The above duties are not exhaustive, and the post-holder may be required to undertake tasks, roles, and responsibilities as may be reasonably assigned to them by their line manager or the Governing Body.

This job description will be reviewed as appropriate and may be subject to modification or amendment at any time after consultation with the post holder.

July 2025

Person Specification

Knowledge, Qualifications and Experience

- Level 2 (GCSE or equivalent) in English and Maths at Grade C/4 or above.
- NVQ Level 2 in Business Administration (or equivalent qualification) or relevant administrative experience.
- Competent use of Microsoft 365, including Outlook, Word and Excel.
- Experience of working in an administrative or customer service role.
- Experience of maintaining accurate electronic and manual records.
- Experience of working in a school or educational setting is desirable but not essential.
- Experience of using school management systems such as SIMS, ParentMail and CPOMS is desirable, or a willingness to learn.
- *Paediatric First Aid qualification is desirable, or a willingness to undertake the required training.*

Skills, Abilities and Professional Attributes

- Excellent communication and interpersonal skills, with the ability to deal confidently and professionally with pupils, parents, colleagues and visitors.
- Excellent organisational skills with the ability to prioritise workload, manage competing demands and meet deadlines.
- Ability to work accurately under pressure whilst managing frequent interruptions in a busy school office.
- High level of attention to detail and accuracy when maintaining records and producing documentation.
- Ability to maintain confidentiality and handle sensitive information with integrity and discretion.
- Ability to work independently using initiative, whilst contributing positively as part of a team.
- Strong customer service skills with a welcoming, approachable and professional manner.
- Ability to build and maintain effective working relationships with colleagues, parents, external agencies and other stakeholders.
- Understanding of the importance of safeguarding, child protection, confidentiality and data protection within a school environment.
- Commitment to promoting equality, diversity and inclusion.
- Ability to lead and support the Midday Assistant team to ensure a safe, positive and well-organised lunchtime environment.
- Willingness to undertake relevant training and continuous professional development, including maintaining a Paediatric First Aid qualification.
- A clear understanding of, and commitment to, the school's vision, values and policies.
- Flexible and adaptable approach to work, with a willingness to undertake additional duties appropriate to the role when required.

We recognise that very few applicants will meet every requirement listed. If you can bring relevant experience, sound judgement and a commitment to supporting children, colleagues and the wider school community, we encourage you to apply - even if your background looks a little different from what we've described.