

NORTH BRENT SCHOOL

Administrator

Job description and person specification

Job purpose

To provide an efficient, accurate and welcoming administrative service that supports the smooth running of North Brent School. The postholder will act as a first point of contact, maintain high-quality records and communications, and support agreed operational processes while safeguarding confidential information and promoting the school's values.

Key responsibilities

Reception and communication

Not limited to but including to:

- Provide a professional, welcoming reception service for pupils, parents, visitors, contractors and colleagues.
- Answer telephone calls, emails and face-to-face enquiries promptly; resolve routine matters and refer concerns to the appropriate colleague.
- Ensure visitors follow signing-in, identification and safeguarding procedures; immediately escalate any safeguarding concern.
- Prepare accurate letters, emails, reports, notices and other communications using the school's agreed formats.

Administration and records

Not limited to but including to:

- Undertake data entry, filing, scanning, photocopying, mail handling, diary management and meeting administration.
- Create and maintain accurate electronic and paper records in line with school procedures, data protection requirements and retention schedules.
- Maintain pupil, parent and staff information on the school management information system and other authorised systems.
- Monitor shared inboxes and administrative workflows, following up outstanding actions within agreed timescales.
- Support the production of routine reports and returns, checking information for completeness and accuracy.

School operations

Not limited to but including to:

- Provide administrative support for attendance, admissions, pupil transfers, trips, events, clubs and examinations as allocated.
- Support arrangements for meetings, training, school events and visitors, including rooms, resources and refreshments where required.
- Receive, record and distribute deliveries and supplies and support stock control and ordering within agreed procedures.
- Administer first aid or medicines only if appropriately trained, authorised and required by the school.
- Work flexibly with colleagues to maintain effective office cover during busy periods and staff absence.

Service improvement and teamwork

- Follow agreed systems consistently and suggest practical improvements where these would increase accuracy, efficiency or service quality.
- Build constructive working relationships across the school and Trust and contribute positively to the wider staff team.
- Participate in induction, training, appraisal and professional development relevant to the role.

Safeguarding, conduct and compliance

- Promote and safeguard the welfare of children and young people and act immediately on any concern in accordance with school procedures.
- Maintain confidentiality and process personal information lawfully, securely and only for authorised purposes.
- Comply with school and Trust policies, including health and safety, equality, safeguarding, data protection and staff conduct.
- Model the school's values and maintain professional boundaries at all times.

Additional requirements

The duties above describe the main responsibilities of the role but are not exhaustive. The postholder may be required to undertake other duties that are reasonably consistent with the grade and nature of the post. The job description may be reviewed following consultation to reflect the developing needs of the school.

Person specification

Applicants should demonstrate how they meet the criteria below in their application. Unless stated otherwise, criteria will be assessed through the application form and interview; qualifications and employment history will be verified through pre-employment checks.

Area	Criterion	Status
Qualifications	Good standard of education, including English and mathematics at GCSE grade 4/C or equivalent.	Essential
Experience	Experience of providing administrative support in a busy office or customer-facing environment.	Essential
Experience	Experience working in a school or educational setting.	Desirable
Experience	Experience using a school management information system, such as SIMS.	Desirable
Experience	Experience supporting attendance, admissions, examinations or school events.	Desirable
Knowledge and ICT	Confident use of Microsoft Outlook, Word and Excel, including accurate data entry and production of professional documents.	Essential
Knowledge and ICT	Understanding of confidentiality, data protection and secure record keeping.	Essential
Skills	Excellent written and verbal communication and the ability to adapt communication to different audiences.	Essential
Skills	Strong organisation, accuracy and attention to detail, with the ability to prioritise and meet deadlines.	Essential
Skills	Ability to use initiative, solve routine problems and know when to seek guidance or escalate a concern.	Essential
Skills	Ability to remain calm, courteous and professional when managing competing demands or difficult conversations.	Essential
Personal qualities	Reliable, discreet, flexible and committed to working collaboratively.	Essential
Personal qualities	Commitment to safeguarding, equality, inclusion and the school's mission of Achievement for All.	Essential
Personal qualities	Commitment to ongoing learning and professional development.	Essential

Safeguarding and equality

North Brent School and Wembley Multi-Academy Trust are committed to safeguarding and promoting the welfare of children and young people. The post is subject to appropriate pre-employment checks, including

an enhanced DBS check. We welcome applications from all suitably qualified candidates and will make reasonable adjustments where required.