

Person Specification: Admin Officer

	Essential	Desirable
Qualifications	Good standard of education, including GCSEs (or equivalent) in English and Mathematics.	Additional administrative, business, or education-related qualifications.
Experience	Experience of working in a busy office environment. Experience of managing a varied workload and undertaking routine administrative tasks to deadlines.	Experience of supporting staff, students, parents, and other stakeholders in an educational setting.
Knowledge and understanding	Understanding of the daily administrative tasks required to support the efficient operation of an office. Knowledge of effective office procedures and administrative systems. Understanding of the scope of the role and the flexibility required to respond to changing priorities and demands.	Knowledge of educational management and school administration processes. Experience and understanding of school management information systems (MIS), such as SIMS, Arbor, or Bromcom. Awareness of safeguarding and confidentiality requirements within an educational setting.
Skills	Ability to manage and prioritise workloads effectively. Strong organisational and time management skills. Ability to communicate clearly and professionally with all stakeholders, including staff, pupils, parents, visitors, and external agencies. Excellent interpersonal skills with the ability to build positive working relationships. Good written and verbal communication skills. Ability to work accurately and maintain attention to detail. Competent IT skills, including Microsoft Office applications	Experience of producing reports, maintaining databases, and managing records. Familiarity with school communication and attendance systems.

	such as Word, Excel, Outlook, and Teams. Ability to work independently and as part of a team. Ability to maintain confidentiality and handle sensitive information appropriately.	
Personal characteristics	Professional, friendly, and approachable manner. Flexible and adaptable approach to work. Reliable and trustworthy with a strong sense of responsibility. Commitment to providing high-quality administrative support and customer service. Ability to remain calm and effective when working under pressure in a busy environment. Commitment to equality, diversity, inclusion, and safeguarding principles.	Previous experience of contributing to service improvements and process efficiencies.