



## **Saffron Green Primary School**

### **Job Description – Office Administrator**

#### **Job details**

**Grade:** H3-5

**Salary:** £24,790 (pro-rata)

**Hours per week:** 20 8.45am – 12.45pm

**Contract type:** Part-time

**Reporting to:** School Business Manager

#### **Main purpose**

The Office Administrator is responsible for supporting the administrative and organisational processes within the school. They will also act as the initial point of contact for parents/carers, visitors and other stakeholders, so will be an ambassador for the school and embody the value, vision and ethos of the school in all interactions.

#### **Duties and responsibilities**

##### **General administration**

- Update manual and computerised record/information systems
- Update and maintain the school calendar
- Assist with managing the school's email inbox, ensuring the school meets its expected response times and that emails are filtered before forwarding to the relevant staff member
- Manage and organise completed forms from parents and carers
- Report any issues with the school's IT systems
- Organise and distribute incoming and outgoing post
- Provide administrative support to staff as needed
- Carry out filing, printing and photocopying. Support in maintaining the operation of the photocopier to ensure it's ready to use at all times, resolving any issues as necessary
- Assist with organising parents' evenings and other meetings and events, including the organisation of rooms and equipment, and providing refreshments as required
- Monitor and manage pupil milk orders including communication with parents
- Provide daily lunch reports to kitchen staff and support staff
- Keep records in accordance with the school's record retention schedule and data protection law, ensuring information security and confidentiality at all times

##### **Reception**

- Act as the first point of contact for parents/carers and visitors arriving at the school
- Deal with telephone and face-to-face enquiries efficiently and in a professional and supportive manner



- Seek support from other colleagues where necessary to respond to complex enquiries
- Respond to messages promptly and accurately, passing on information to relevant staff members as necessary
- Assist staff and pupils with the information and support they need

### **Safeguarding**

- Control access to the school in line with the school's safeguarding procedures, including signing in visitors, checking identification as necessary, issuing passes and notifying them of safeguarding and safety procedures
- Be alert to unknown individuals on the school premises and report any concerns in line with the school's procedures

### **Written communication**

- Write and send email responses that are professional and uphold the school's vision and values
- Assist with updating and distribute online and offline communications (e.g. letters, newsletters, social media posts, etc.) to parents/carers, staff and other stakeholders
- Assist with marketing and promoting the school

### **Other areas of responsibility**

- Read and follow the relevant school policies
- Undertake training required to develop in the role
- Ensure all duties and responsibilities are undertaken in line with the school's health and safety policy
- Contribute to the safety of children and young people and protect them from harm

This job description may be amended at any time after discussion with you but in any case will be reviewed in September of each academic year.

### **Person specification - Office Administrator**

The person specification is related to the requirements of the post as determined by the job description. Shortlisting is carried out on how well the candidate meets the requirements of the person specification in the job application.

### **Essential requirements:**

#### **Qualifications and experience**

- First aid training (or willingness to complete it)
- GCSE English and Maths (or equivalent)

#### **Experience**

- Carrying out administrative tasks
- Dealing with face-to-face and telephone interactions



- Working with children or young people
- Working and collaborating within a team

### **Skills, knowledge and abilities**

- Good oral and written communications skills
- Ability to respond quickly and effectively to issues that arise
- Ability to plan, organise and prioritise to meet deadlines
- Ability to use own initiative and take action accordingly
- Excellent attention to detail
- Ability to use IT packages including word processing, spreadsheets and presentation software
- Ability to use relevant office equipment effectively
- Ability to build effective working relationships with colleagues
- Understanding of data protection and confidentiality
- Understanding of safeguarding

### **Personal qualities**

- Commitment to promoting the ethos and values of the school and getting the best outcomes for all pupils
- Commitment to acting with integrity, honesty, loyalty and fairness to safeguard the assets, financial probity and reputation of the school
- Ability to work under pressure and prioritise effectively
- Commitment to maintaining confidentiality at all times
- Commitment to safeguarding and equality
- Embraces change well
- Deals with difficult situations effectively