

Job Description

Office Administrator

Responsible to	Office Co-Ordinator
Responsible for	N/A
Scale	REAch2 SCP 2 – 6

Core Purpose

The key purpose of this role is to support the Office Coordinator to ensure the daily administration and smooth running of the school office. The office is the hub of the school where a wide range of demands need to be met to a very high professional standard. This role will be the first point of contact for parents, carers, volunteers, contractors and other members of the community, as well as governors, staff, and pupils.

The Office Administrator will actively embrace the Trust's Touchstones, and through the delivery of the strategic priorities, strive for equity, equality, and inclusion for all.

There will be a strong focus through the work of the Office Administrator on the Trust's commitment to sustainability and the enhanced use of technology, to support both the delivery of education and to improve the efficiency of systems and processes.

Responsibilities:

General School Support and Administration

- Carries out general office duties supporting the Office Coordinator, such as dealing with enquiries from visitors/parents in person/over the telephone, producing letters, photocopying, filing etc.
- Provides administration support to the Headteacher and wider Senior Leadership Team, including the Local Governing Body (LGB) where alternative arrangements are not in place
- Supports the Officer Coordinator to ensure paper and electronic systems e.g. Management Information Systems (MIS), HR Information Systems (HRIS), Assessment Systems, Asset Management Systems are up to date and accurate
- Distributes items that are delivered to the school office across the school (i.e. children late to school, free fruit / milk, late packed lunches / PE kit etc..)
- Carries out admissions tasks to ensure that new starter and leaver information (pupils) is accurately recorded in the pupil MIS and arrangements for the upload/import of CTF files and where applicable, the secure delivery/receipt of paper files is carried out within the required timescales

- Ensures that information on pupils on roll, e.g. Free School Meals (FSM), dietary, medical, emergency contacts are up to date and recorded appropriately in the pupil Management Information System (MIS) or other applicable systems
- Records pupil attendance information on the pupil MIS, processes holiday request for parents, contacts parents where no explanation for absence has been received and escalates attendance issues to the attendance lead. (may also run attendance reports)
- Under the direction of the Office Coordinator, ensures all office and administrative functions adhere to Data Protection and General Data Protection Regulations (GDPR)
- Supports the Office Co-Ordinator with the production of internal and external reports and returns i.e., Workforce and Early Years (where applicable) Census, LA and other returns relating to Government initiatives
e.g. Tutoring Programme
- Manages the School Diary/Calendar

Communication

- Develops and maintains constructive relationships with stakeholders including parents, governors, staff, suppliers and external agencies
- Contacts parents as required throughout the school day
- Deals with incoming mail and ensures that mail is dispatched promptly, urgent matters are referred quickly
and efficiently, and action taken to respond to routine correspondence in accordance with school procedures
- Responds to correspondence via the school's main email address or forwards to relevant staff as appropriate

Finance and Procurement

- Completes stock takes identifying materials required to ensure sufficient stock for the school to run effectively i.e., stationery, first aid supplies
- Collects and records monies coming into the school i.e. PTA/fundraising
- Supports the Office Co-Ordinator with the purchase order and goods receipting process

Health & Safety and Wellbeing

- Monitors, administers and records medication for pupils daily
- Monitors, administers and records first aid incidents for pupils
- Updates medical records in line with 'Supporting Pupils at School with Medical Conditions'
- Undertakes regular checks of first aid supplies and restock/reorder as necessary
- Reports and records Health and Safety concerns
- Records accident information (relating to adults and children) via the relevant system (this may include contacting parents in the event of more serious incidents)

Marketing and Communications

- Uploads / shares communication as agreed between the school office and stakeholders e.g. staff, parents, governors and the local community
- Uploads content to social media and the website, as requested by the Office Coordinator
- Provides first drafts of the school newsletter/communications
- Supports school staff with the organisation of open events, parent evenings, celebration

events

- Administers FSM and holiday vouchers for families eligible

Premises, IT and Asset Management

- Assists the Catering staff with school meal enquiries and any follow up actions required
- Supports the effective procedures for fire drills, lock-down and emergency evacuation procedures
- Reports IT issues via the IT helpdesk or where third-party contracts are in place, to third party contractors
- Signposts colleagues to the appropriate reporting routes for IT issues

Safeguarding

- Takes responsibility for ensuring that all safeguarding and child protection procedures are adhered to
- Ensures people in and out of the school building provide suitable documentation, ensures appropriate security checks are carried out

Extended Schools, Extra-Curricular Activities and Trips

- Responsible for:
 - the administration and co-ordination of school activities i.e. 11before11, school photographs, health visits, school plays etc
 - the administration for school trips i.e. prepares letters, collates consent information, books coaches etc.
 - the administration of extra-curricular clubs i.e. prepares registers, sends communications to parents, liaises with providers etc.

Other Requirements

- Participates in training and performance management as required
- Up-to-date Enhanced DBS Disclosure

The duties above are neither exclusive or exhaustive and the post holder may be required by the Head Teacher to carry out appropriate duties within the context of the role.

This job description will be informed by the Pay and Conditions document and will be reviewed annually.

Person Specification

E = Essential D = Desirable

Criteria		E/D
Knowledge	Standard office procedures	E
	Microsoft Office: Word and Excel / keyboard skills	E
	Trust policies and procedures	D
	Database / Management Information Systems	D
	GDPR	E
	Basic cash transactions	D
	Basic Health and Safety	D
	Safeguarding	D
	Record keeping	E
Experience	Working in a general office / administration environment	E
	Proficient in Word and Excel	E
	Reception work / first contact with customers / visitors	E
	Experience of working with standard office equipment e.g. photocopier	D
	Standard office procedures	D
	School management information systems	D
	Working with General Data Protection Regulations	D
Skills & Ability	Communicates confidently, effectively, and accurately – spoken and written	E
	Communicates in a clear and polite manner on the telephone and face to face	E
	Can compose a clear message via email and letters	E E
	Administration of events to deadlines	E
	Completes work accurately	E
	Works effectively with a wide range of people	D D
	Ability to work with minimum supervision	E
	Knowledge of standard office equipment	E
	Confidentiality	
	Sensitivity	
Training	Open to personal development / willing to undertake job related training	E

All staff are expected to understand and be committed and to contribute to Trust's commitment to Equal Opportunities for all.