



Job Description: Office Administrator

Grade: Kent Range 4
Responsible to: Office Manager

Purpose of the Job:

To provide specific clerical and administrative functions for the school under the direction or instruction of senior staff, taking a proactive role in relation to its day to day functioning.

Key duties and responsibilities:

- Provide an efficient and professional reception service - greeting visitors, staff and pupils and ensure they sign in / out in accordance with school procedures.
- Answer enquiries received in person / by phone or via emails – responding to queries / relaying messages and acting on instructions as needed and referring on where appropriate.
- Ensure monies received for dinner / clubs / trips are recorded and passed to the relevant person. To liaise with parents about outstanding monies.
- Prepare registers and update records and ensure information is shared as required.
- Prepare and distribute routine home / school correspondence for approval by Headteacher.
- Assist with the organisation of school trips / clubs – ensuring all required records and permission slips are available to the group leader.
- Record and post all outgoing mail and receive / open and distribute all incoming mail and deliveries. Track circulation of correspondence in school as required.
- Maintain school diary and arrange meetings / room bookings / visits from external agencies as required.
- Undertake a range of administrative tasks to support the efficient operation of the school – including word processing / data entry / filing
- Comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Support the day to day clerical and administrative functions of the school including clerical processes, word processing, IT based tasks requiring knowledge of various ICT packages and operation of office equipment and the processing of incoming and outgoing mail.
- Produce lists, information and data as requested by senior staff or external agencies (e.g. standard/statutory returns)
- Develop and maintain manual and computerised records and management information systems.
- Act as a point of contact for the school, investigating queries, assessing the nature of telephone calls, referring them to the appropriate person without referral to the line manager where possible, and receiving visitors in a courteous, prompt and efficient manner, to ensure that staff, service users and members of the public who contact the school are dealt with efficiently and consistently.
- Providing a contact within the school, promoting a highly professional and positive image, defusing any conflict situations whilst maintaining a calm approach.



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- Maintaining school diary system accurately, providing a secretarial service to the school and PA service to the Headteacher and Deputy Headteacher.
- Ensure the office environment, and the physical environment, is welcoming, tidy and organised.
- Ensure effective communication with parents. This will include the writing of newsletters, updating the school web site, organisation of activities, publicising of school events, etc.
- Update school publications such as policies, Prospectus, School Improvement Plan and School Profile, to ensure that information is conveyed in a clear way that enhances the image of the school.
- Monitor office stationery needs and creating orders for the finance officer as necessary.
- Be a qualified first aider/ willing to be first aider, giving medicines to pupils in line with the school policy.

Individuals in this role may also undertake some or all of the following:

- Arrange and coordinate appointments and meetings on behalf of the Head teacher and other senior members of staff, organising venues and equipment, dealing with relevant documents and taking meeting notes as required.
- First point of contact for sick pupils, liaise with parents / carers/staff
- Assist with arrangements for school visits and events
- Maintain stocks and supplies, selling and distributing as required
- Assist with the administration of school lettings and other uses of school.

Please note that this list of duties is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks that the Office Assistant will carry out. The postholder may be required to do other duties appropriate to the level of the role, as directed by the School Business Manager/ Head of School.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.



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The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	NVQ 2 or equivalent or proven experience
EXPERIENCE	Proven administration experience Previous experience of office work/ school office (preferably)
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Standard keyboard skills• Literacy and numeracy skills• Computer literacy – ability to produce a range of accurate documents and standardised reports using Windows WP package and basic spreadsheet and database functions• Ability to organise and prioritise workload to achieve deadlines• Ability to communicate effectively and in a courteous manner, in person and over the telephone• Ability to receive and assess information over telephone or in person and refer to the appropriate person or source of information• Ability to investigate queries and anomalies when required• Ability to operate computerised and manual filing systems and to make improvements where necessary• Ability to take accurate notes and minutes of meetings• Co-ordination skills when arranging meetings and appointments• Ability to process and maintain financial records• Commitment to equalities and the promotion of diversity in all aspects of working• Ability to provide a high level of customer service.• Ability to deal calmly, tactfully and effectively a range of people.• Ability to convey information clearly and accurately orally and in writing to a range of people.• Ability to work in an organised and methodical manner.• Ability to take personal responsibility for organising day to day workload.• Ability to work effectively and supportively as a member of the school team.• Able to use own initiative to solve problems and respond proactively to unexpected situations.• Ability to work under pressure and use own initiative



KNOWLEDGE	<ul style="list-style-type: none">• Requires knowledge and procedures for a range of administration activities including knowledge of various IT packages.• Knowledge of computerised and manual filing systems.• Awareness of Data Protection and confidentiality issues.
	<ul style="list-style-type: none">• Demonstrate an understanding of child protection/ safeguarding issues in a school setting.• Demonstrate a basic understanding of the work of a school.