



SUPPORT STAFF JOB DESCRIPTION

Support Role

Aylesham Primary School

Post: Office Administrator

Salary: EKC 3

Responsible To: School Business Manager

Summary of Post: To provide general clerical or administrative support to the school under the direction or instruction of senior staff.

Tier of role: Support

Key descriptor: Practitioner

Scope of role: Provides specific services and support, performing a range of tasks using a combination of skills.

Autonomy: Some discretion to deliver instructions given and routines followed to standard, solving basic problems as required.

Knowledge of role: Role-specific knowledge is required.

Skills – Technical & Practical: Combination of skills relevant to the role.

Qualifications/Experience: Level 2 English and Maths required.

Supervision of others: No line management (some supervision may be required)

Management by others: Close supervision with guidance.

Key Responsibilities:

1. Provide administrative support e.g. photocopying, filing, emailing, completion of routine forms, mail, and shredding.
2. Update manual and computerised records/manage information systems.
3. Undertake reception duties, and act as the first point of contact in response to telephone and face-to-face enquiries and sign-in visitors.

4. Arrange orderly and secure storage of supplies.
5. General basic administration tasks to support the day-to-day running of the school.

Specific Duties:

1. Manage pupil records and admissions -Maintain accurate student records (attendance, contact details, medical information), process new admissions, and support transitions in and out of the school.
2. Provide front-office and communication support -Act as the first point of contact for parents, visitors, and external agencies—handling enquiries by phone, email, and in person, and ensuring messages reach the appropriate staff.
3. Support attendance, safeguarding, and compliance procedures- Monitor daily attendance, follow up on absences, maintain safeguarding documentation, and ensure records meet local authority and regulatory requirements.
4. Handle financial tasks - Manage school payments (such as meals or trips).
5. Support leadership and staff administration- Provide administrative support to the headteacher and senior staff, including managing diaries, preparing reports and correspondence, and coordinating meetings and school events.

General Duties and Responsibilities:

1. You will be responsible for upholding our values and ethos and championing the inclusion and belonging of our Academy and Trust communities.
2. You will be responsible for protecting pupils and staff from all preventable harm as per Safeguarding procedures.
3. To participate in the staff support & development program and to undertake training based on individual and organisation needs.
4. To undertake continuing professional development to support our culture of continuous improvement and keep up to date with the skills required to fulfil the role.
5. To comply with all Academy and Trust policies and guidelines as well as legislative requirements. Including education, health & safety, data protection and all staffing policies.
6. To demonstrate positive personal and professional behaviour as specified in the Staff Code of Conduct.
7. To partake in quality assurance, appraisal and monitoring and meet minimum relevant occupational standards.

8. To undertake any other duties commensurate with Tier as may be reasonably requested.

Please note:

This job description is a guide to the work you will initially be required to undertake. It summarises the main aspects of the job but does not cover all the duties that the job holder may have to perform. It may be changed from time to time to meet changing circumstances.

It does not form part of your contract of employment, and as your experience grows, you will be expected to broaden your tasks, suggest improvements, solve problems, and enhance the effectiveness of the role.

Line manager's
signature: _____

Date: _____

Postholder's
signature: _____

Date: _____

	PERSON SPECIFICATION Tier of Role: Support	Application	Interview	Shortlisting
Qualifications and Training				
1.	English and Maths Level 2/ GCSE A-C grade 4 or above.	✓		6
Experience				
1.	Previous experience of working in an office environment an advantage.	✓	✓	4
2.	Some previous work experience, voluntary or paid.	✓	✓	4
Skills and knowledge				
1.	Basic numeracy and literacy skills.	✓	✓	4
2.	Basic IT skills; use Word and email.	✓	✓	4
3.	Good communication skills.	✓	✓	6
4.	Ability to work to deadlines.	✓	✓	6
5.	Good organisation skills, managing tasks and job lists.	✓	✓	6
6.	Willingness to learn new systems and processes.	✓	✓	
Personal Qualities				
1.	Act with honesty and integrity at all times.	✓	✓	6
2.	Commitment to promoting the ethos and values of the school and trust.		✓	6
3.	Ability to work well as part of a team.	✓	✓	6
4.	Maintain confidentiality at all times.		✓	6
5.	Commitment to inclusion, safeguarding and equality.	✓	✓	6