

Person Specification for Administration Assistant

Experience:

- Recent experience working in a busy office or school reception environment, dealing with parents, pupils and external agencies.
- Experience of maintaining and updating pupil records and attendance on a Management Information System (MIS).
- Experience organising events, parents' evenings or administrative support for trips/meetings.

Skills and Competencies:

- Confident user of Microsoft Office (Word, Excel, Outlook) and able to learn school-specific software/MIS quickly.
- Working knowledge of data protection (GDPR) principles and maintaining confidential records.
- Familiarity with telephone systems, office equipment (photocopier/printer) and standard office procedures.
- Understanding of safeguarding responsibilities and the ability to follow school child-protection procedures.
- Knowledge of school administration processes (admissions, attendance coding, consent forms) and local authority/trust procedures.
- Excellent interpersonal and customer-service skills; calm, professional manner when dealing with parents, pupils, staff and visitors.
- Strong organisational and time-management skills with the ability to prioritise workload and meet deadlines.
- Accurate attention to detail (record-keeping, data entry, producing communications).
- Ability to use initiative, problem-solve routine issues independently and know when to escalate.
- Good written and verbal communication skills; able to draft clear letters and emails that reflect the school's vision and values.
- Ability to work as part of a team and to provide cover and support for colleagues when required.

Personal Qualities:

- High level of integrity and professionalism.
- Reliable and trustworthy with a strong sense of responsibility.
- Flexible and adaptable to changing priorities and workloads.
- Commitment to continuous professional development.
- Positive attitude and willingness to support the wider goals of the Trust.
- Collaborative mindset, valuing teamwork and collective success.

Safeguarding:

- Willingness to undergo all necessary safeguarding checks, including an enhanced DBS check.
- Awareness of the importance of confidentiality and appropriate boundaries in a school environment.

