

Administrator

Job Description

Job Purpose

To provide effective, confidential and responsive reception and office administration support for a fixed-term period of one year, adding capacity to the school office and supporting the smooth day-to-day operation of the school.

The postholder will support the agreed administrative workstreams only: taxi and transport arrangements, office administration, dinners and charging for dinners, pupil data including on-roll and off-roll processes, FSM administration, first-day response including alternative provision attendance checks, recruitment support, completion of registers, parent communication for SLT and exclusion paperwork.

General Office Duties

- To provide general office administration support, including answering telephone calls, monitoring school emails, taking messages, typing, scanning, photocopying, filing, preparing documents and maintaining office systems.
- To support parent/carer communication on behalf of SLT, including issuing routine messages, arranging meetings, recording responses and escalating urgent or sensitive matters appropriately.
- To maintain clear records of communications, requests and actions completed as part of the agreed office administration workstreams.
- To undertake typing, word processing of correspondence, standard letters, reports, publications and other documents as required.
- To provide cover for other administrative colleagues when required and support the smooth running of the school office.
- To provide administrative support to SLT, alternative provision leaders, pastoral staff and wider school staff as required.
- To manage, in a timely manner, the general school email account, replying to queries, forwarding communications to the relevant person and escalating urgent matters appropriately.
- To liaise professionally with parents/carers, local authorities, transport providers, external agencies, alternative provision providers and other schools as required.
- To assist with reception duties and welcoming visitors to the school, ensuring signing-in procedures are followed and safeguarding expectations are met.

- To receive, prioritise and deal with incoming telephone calls appropriately, accurately recording and passing on messages where required.
- To always maintain the utmost confidentiality with regard to reports, records, pupil information, staff information, safeguarding records and other sensitive data.
- To assist in the arrangements for school events, meetings, visits and alternative provision-related activities.
- To maintain office systems, stationery, filing, document production, binding and laminating to support effective day-to-day administration.
- To undertake minuting of meetings and briefings when required, including annual EHCP reviews, pastoral meetings, alternative provision reviews and meetings involving external professionals.
- Ensure all annual review paperwork is collated, completed and submitted
- Updating Arbor with SEN information
- To maintain the Medical Tracker, ensuring pupil and staff incidents are recorded accurately and relevant information is shared with appropriate staff.

Pupil Data

- To maintain accurate pupil data on the school Management Information System, including pupil contact details, attendance information, FSM status, dinner arrangements and other agreed pupil records.
- To support daily first-day response processes, including recording absences, contacting parents/carers, logging responses, following up unexplained absence and escalating concerns in line with safeguarding and attendance procedures.
- To support first-day response for pupils attending alternative provision, including liaising with AP providers, recording attendance information and escalating non-attendance or concerns promptly.
- To support the completion and accuracy of registers, including following up missing marks, recording late arrivals and early departures, liaising with staff and producing attendance information for leaders where required.
- To support administration for school dinners, including providing the kitchen with accurate daily meal numbers, maintaining dietary and allergy information, supporting dinner charging processes and following up dinner money queries or arrears in line with school procedures.
- To arrange, monitor and maintain records for pupil taxi and transport arrangements, liaising with parents/carers, local authorities, transport providers, alternative provision providers and school staff to ensure arrangements are safe, timely and accurate.
- To prepare and maintain exclusion paperwork, including suspension and exclusion letters, reintegration meeting paperwork, records of communication and related behaviour documentation as directed.

Other

- To be aware of and comply with policies and procedures relating to child protection, safeguarding, health and safety, security, confidentiality and data protection, reporting all concerns to an appropriate person as soon as they arise
- To be committed to the principles of on-going professional development and to undertake appropriate training as required
- To undertake any other duties and responsibilities commensurate to the grade

Person Specification

CRITERIA	Experience, Qualifications and Training: On their application form, candidates will demonstrate that they have the following training, qualifications and school experience:	
ESSENTIAL		DESIRABLE
<ul style="list-style-type: none"> • GCSE Maths and English at Grades 4 / C or above, or equivalent. • Experience of working within administration, reception, customer service or a busy office environment. • Experience of handling telephone calls, emails, visitors and routine enquiries professionally and confidentially. • Experience of maintaining accurate records and working with confidential information. • Experience of working collaboratively as part of a team and managing competing priorities. 		<ul style="list-style-type: none"> • Experience of working within a school, academy, alternative provision or specialist education setting. • Experience of using Management Information Systems such as Arbor, SIMS or equivalent. • Experience of attendance administration, first-day response, school meals administration, taxi/transport administration, pupil data, exclusions paperwork or recruitment administration. • ICT qualification or relevant training in school systems, office software or data management.
CRITERIA	Ability, Skills and Knowledge: In their statement of suitability and during the selection process, candidates will demonstrate that they have the following ability, skills and knowledge:	
ESSENTIAL		
<ul style="list-style-type: none"> • Ability to communicate effectively, sensitively and confidentially with parents/carers, pupils, staff, SLT, central HR, transport providers, alternative provision providers and external agencies. • Ability to deliver a high standard of customer service in a busy reception and school office environment. • Ability to deal with situations under pressure in a tactful, calm and confident manner. • Good numeracy, literacy and attention to detail, with the ability to maintain accurate records and produce clear written communication. • Ability to work collaboratively and independently, using initiative while knowing when to seek advice or escalate concerns. • Excellent organisation and time management skills, with the ability to prioritise competing tasks and meet deadlines. • Ability to use Microsoft Word, Excel, Outlook and school systems used for pupil data, attendance, parent communication, dinners, FSM and recruitment administration. 		

- Understanding of the importance of safeguarding, attendance, data protection, confidentiality and accurate record keeping when completing the agreed administration workstreams.
- Commitment to continuing professional development and willingness to undertake training relevant to the role.

CRITERIA

Personal style and behaviour: In their statement of suitability and during the selection process, candidates will explain how they have they demonstrate their personal style and behaviour:

ESSENTIAL

- Ability to develop excellent relationships with colleagues, pupils, and parents/carers.
- To maintain professionalism at all times.
- Demonstrate and promote positive values, and the school ethos at every opportunity.
- Able to improve their own practice through observations, evaluations and discussion with colleagues.
- Ability to follow instruction / training.
- Commitment and understanding of diversity and inclusion.

Oak Learning Partnership is committed to safeguarding and promoting the welfare of children and young people in their care and expects everybody working for the organisation to share this commitment. To this end any offer of employment will be subject to safer recruitment checks and clearances.