Job description: Administrative Officer

Job details

Salary: Grade 4, Points 7–11

Reporting to: Office Admin Manager

Main Purpose

To provide a high-quality reception and administrative service that supports the efficient day-to-day running of the school. The postholder will be responsible for key areas of school administration including attendance, admissions, pupil data and management information systems, ensuring accurate records are maintained and information is available to support the work of school leaders, staff, pupils and parents.

Duties and Responsibilities

Reception and Communication

- Act as the first point of contact for parents, pupils, visitors and external agencies, providing a professional, welcoming and helpful service at all times.
- Welcome visitors to the school, ensuring safeguarding procedures are followed and providing a positive customer experience.
- Issue and manage visitor badges, access fobs and access permissions in accordance with school procedures.
- Deal with telephone, email and face-to-face enquiries and support school communications with parents and carers.
- Manage enquiries and communications effectively, using judgement to determine when matters should be dealt with directly, referred to another member of staff or escalated to the Headteacher.
- Assist with meetings and events, including the organisation of rooms and equipment, and providing refreshments as required

Attendance, Admissions and Pupil Information

- Monitor attendance and punctuality and follow up pupil absences in line with school procedures.
- Record attendance information accurately and maintain attendance records.
- Produce attendance reports and highlight concerns to school leaders.
- Process leave of absence requests and prepare associated correspondence.
- Support pupil admissions, starters and leavers.
- Maintain accurate pupil records and statutory information.
- Liaise with relevant agencies and stakeholders regarding attendance and admissions matters where required.
- Provide first aid and welfare support to pupils as required.
- Maintain pupil medical records and welfare information, including monitoring medication expiry dates and contacting parents where replacement medication is required.

Administration and Office Systems

- Provide administrative support to the Headteacher, Office Administration Manager and leadership team.
- Assist with managing the school's email inbox, ensuring the school meets its expected response times and emails are forwarded to the relevant staff member as necessary.

- Organise meetings, events and educational visits, preparing documentation, agendas and minutes where required.
- Maintain filing systems and administrative records, keeping records in accordance with the school's data protection policy and data retention schedule.
- Respond independently to routine correspondence and enquiries.
- Assist with marketing and promoting the school.
- Carry out general administrative duties including filing, printing and photocopying.

Management Information Systems (MIS)

- Lead on the day-to-day administration of the school's MIS and associated systems.
- Maintain accurate, secure and confidential pupil, staff and school data.
- Produce reports and data for school leaders, governors and external agencies.
- Support staff in the use of MIS and school systems.
- Manage user accounts and access permissions.
- Coordinate and submit statutory returns and census information, ensuring deadlines are met and information is accurate.

Finance Administration

- Order, monitor and manage stock, resources and services, ensuring best value and compliance with Trust purchasing procedures.
- Raise purchase orders and process invoices in line with Trust financial procedures.
- Maintain accurate financial records, including invoices, remittances, cashless payments and credit card expenditure.
- Work with the central finance team to ensure financial processes are completed accurately and within required timescales.
- Support the reconciliation of bank accounts, cashless payment systems and other financial records, investigating discrepancies where required.
- Act as the first point of contact for routine finance queries from staff, parents and suppliers, referring complex matters where appropriate.
- Ensure financial information is recorded, stored and retained in accordance with Trust procedures and audit requirements.

Data, Reporting and Compliance

- Ensure school records are accurate, secure and maintained in accordance with GDPR, data protection legislation and Trust policies.
- Support audits, inspections, statutory returns and information requests.

Other areas of responsibility

- Read and follow the relevant school policies.
- Undertake training required to develop in the role.
- Ensure all duties and responsibilities are undertaken in line with the school's health and safety policy.
- Contribute to the safety of children and young people and protect them from harm.

Person Specification

CRITERIA	QUALITIES
Qualifications and training	**Essential** • Good standard of literacy and numeracy. • Safeguarding training (or willingness to undertake training). **Desirable** • First Aid qualification (or willingness to complete training). • Relevant administrative qualification or equivalent experience.
Experience	**Essential** • Experience working in a school or educational setting and dealing with parents, pupils, visitors and external agencies. • Experience of using a Management Information System (MIS) such as Arbor, SIMS, Bromcom or similar. • Experience working in an administrative role. • Experience of handling confidential and sensitive information. • Experience of prioritising competing tasks and meeting deadlines. **Desirable** • Experience of attendance administration. • Experience of admissions administration. • Experience of school finance administration.
Skills and knowledge	**Essential** • Excellent communication and customer service skills, with the ability to build positive relationships with pupils, parents, visitors and colleagues. • Ability to plan, organise and prioritise workload effectively. • Ability to use initiative and exercise judgement when responding to enquiries and resolving issues. • Good working knowledge of Microsoft Office applications and Management Information Systems. • Understanding of safeguarding, confidentiality, data protection and information security requirements. **Desirable** • Knowledge of attendance procedures and statutory school processes. • Knowledge of admissions procedures. • Knowledge of school finance procedures.
Personal qualities	• Commitment to promoting the ethos and values of the school. • Professional, approachable and committed to delivering excellent customer service. • Ability to remain calm, organised and effective when managing competing demands. • Commitment to safeguarding, equality, confidentiality and acting with integrity. • Embraces change positively and deals with challenging situations effectively.

This job description may be amended at any time in consultation with the postholder.

Headteacher/line manager's signature: _____
Date: _____

P**ostholder's signature:** _____
Date: _____