



## Denton West End Primary School

### Administrative Officer-Job Description

**JOB TITLE:** Administrative Officer

**SCALE:** Grade E

**Responsible to:** Head teacher and School Business Manager

#### **Job Purpose**

Post Objective: Under the direction/instruction of senior staff, provide routine general clerical, administrative and financial support to the school. To be responsible for promoting and safeguarding the welfare of children within the school including taking a lead on attendance issues. To be a positive first point of contact for parents and visitors. To actively uphold the school ethos and aims.

#### **MAIN DUTIES AND RESPONSIBILITIES**

##### **ORGANISATION**

- Undertake reception duties, answering routine telephone enquiries, dealing with queries and providing general information about the school and face-to-face enquiries.
- Acting as first point of contact for visitors and creating a pleasant reception area.
- Dealing with visitors, parents and pupils both in person and on the telephone in a courteous, friendly and calm manner.
- Filter telephone calls to give and obtain information as required and resolve queries.
- Ensure visitors to school have followed correct safeguarding procedures.
- To be a named first aider for school and undertake training.
- Take a lead with pupil first aid/welfare duties, looking after sick pupils, liaising with parents/staff etc.
- Take responsibility for more complex medical needs e.g. diabetes
- Assisting with arrangements for visits to school by outside professionals e.g. school nurse.
- To use clerical time efficiently and to ensure the smooth running of the office maintaining up to date computer based and manual filing systems.
- Assist with the organisation of events, communication and administration relating to the admission of new pupils and cohorts.
- Support the organisation of school events through effective communication, carrying out administrative duties.
- Maintain tidiness of the office, photocopying room and storerooms in school.
- Ensure the visitor book is completed.

##### **ADMINISTRATION**

- Ensure registers are completed and kept update with the correct absence codes. Follow up absences through first day calling and recoding on the school management system reasons for absence.
- Provide routine clerical support e.g. photocopying, filing, faxing, e-mailing, complete routine forms.
- To distribute both internal and external mail.
- Undertake routine administration e.g. trips, registers, signing in/out book, late book.
- Arranging school photographs and dealing with administrative aspects relating to ordering and distribution.
- Dealing with school uniform.
- To produce letters reports and other such documents as required.
- Obtain and update DBS and security checks for staff, volunteers, students and helpers in school as first point of contact.
- To assist in the organisation, communication and bookings relating to educational visits.
- To assist the head teacher in dealing with administrative tasks and enquiries relating to admission arrangements.
- To liaise with the head teacher and other senior managers with the school diary organising appointments and events.
- To assist with the ordering, issuing and maintaining of stationery stocks.
- To record and report attendance/lates and to sign pupils, staff and visitors in/out of school during school hours.
- To contact parents as part of our first day calling for children who are not in school.
- To liaise with the EWSO.
- Ensure electronic and paper-based pupil records are kept updated.
- To support the preparation of the head teacher's report for trustee meetings.
- Assist the school business manager with stocktaking, preparing an order and checking deliveries.
- Assist with reports to parents and other clerical arrangements for curriculum matters.

<ul style="list-style-type: none"> <li>To follow school procedures for handling money.</li> </ul>
<b>RESOURCES</b>
<ul style="list-style-type: none"> <li>Maintain and monitor stock, uniform and office consumables.</li> <li>Check orders and arrange orderly and secure storage of supplies</li> </ul>
<b>RESPONSIBILITIES</b>
<ul style="list-style-type: none"> <li>Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection.</li> <li>To act as first point of contact for safeguarding (first point of call) when parents ring school</li> <li>Report all concerns to an appropriate person.</li> <li>Be aware of and support difference and ensure equal opportunities for all</li> <li>Contribute to the overall ethos/work/aims of the school</li> <li>Appreciate and support the role of other professionals</li> <li>To attend relevant meetings and in-service training and seek to extend and further develop personal effectiveness in the role.</li> </ul>
<b>IT SKILLS</b>
<ul style="list-style-type: none"> <li>Undertake typing, word-processing and other IT based tasks</li> <li>To operate relevant IT systems including Microsoft Office, Excel, electronic school communications (Parent Pay), emails, SIMS and the internet as appropriate.</li> <li>To use reprographics equipment for producing documents and worksheets for teachers and pupils, including laminating.</li> <li>Input data into the SIMS system.</li> <li>To use the telephony system competently.</li> </ul>
<b>OTHER</b>
<ul style="list-style-type: none"> <li>To undertake any other duties under the direction of the head teacher commensurate with the role.</li> </ul>

#### PERSON SPECIFICATION

	Essential	Desirable
Qualifications	Good basic education to GCSE standard or equivalent including maths and English Good English and communication skills	National Occupational Standards level 3 First Aid Qualification (Training can be provided)
Experience	Working in a reception environment Telephone skills Computing skills Finance skills Good interpersonal skills Good organisational skills	
Knowledge and understanding	The nature of the routine tasks that need to be completed on a daily basis The extent of the role, and the versatility required to fulfill it The computer systems available	Knowledge of SIMS database Electronic school communications (Parentmail)
Skills	Manage and prioritise workloads Communicate clearly, accurately and helpfully with staff, children, parents visitors and contractors, and hand all phone enquiries in the same way Provide a welcoming first point of contact at all times for people who come to the school Make accurate judgements of situations and refer these to other staff if necessary Recognise the confidentiality of some kinds of information Work effectively and efficiently under pressure Use initiative in situations and make decisions in line with school procedures Undergo further administrative training, when appropriate	
Personal characteristics	Adaptable Good communicator Cool under pressure Excellent as an organiser Friendly	

	Resourceful Able to work as part of a team	
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