

WILLOW GROVE PRIMARY SCHOOL



Administration Officer Recruitment Pack 2026

Author: Headteacher, School Business Manager

Date: October 2026

Job Description

Job purpose: To provide administrative and financial support to the School Business Manager and School Business Manager

Reporting to: School Business Manager, Headteacher

Responsible for: Day-to-day tasks

Liaising with: Headteacher, other members of staff – teaching and non-teaching, Governors LA and DFES, external partners, visitors, parents/carers.

Grade: G4

Gauge Ref: A23226

Disclosure level: Enhanced

The Headteacher and Governors at Willow Grove Primary School are seeking the appointment of a highly motivated, organised and forward-thinking Administration Officer who can take post soon as possible.

At Willow Grove Primary School, we pride ourselves on providing a nurturing environment where every child is supported to reach their full potential. Our specialist school caters to pupils with Social, Emotional and Mental Health needs (SEMH). Willow Grove Primary School has adopted strong attachment and trauma-informed practices (ATP) as the basis for working with its pupils and we are looking to further develop our team with staff who have knowledge in this area.

We are looking for an experienced, highly motivated candidate who will work alongside the School Business Manager, Administration and Premises team to carry out day-to-day duties of the School Office, support the implementation of robust procedures and support the teaching and support staff as needed.

Job Outline

Administration Duties

- Customer facing – to be the first point of contact, meet and greet all visitors to school, ensuring all ID verification processes are followed when signing in/out visitors
- To greet pupils at the main reception at school start/finish times
- To man the reception desk, answering calls and triaging enquiries

- To respond to general enquiries from staff, pupils/ parents, LA, DFE and other external partners via telephone, email and post
- To undertake administrative duties including letters, reports and schedules, word processing and a range of IT based tasks.
- To manage and co-ordinate the schools electronic calendar
- To maintain and update manual and computer records/returns management information systems such as staffing, admission and pupil records. Process and return timesheets to LA.
- To carry out annual data collection exercise at the beginning of each academic year, as well as continuously maintaining and updating records as required
- To update the school's website as and when requested by the School Business Manager, Headteacher or Digital Lead
- To liaise with the School Chef to resolve queries regarding school dinners
- To export attendance reports at the request of the Headteacher and Pastoral Team
- To manage, input & extract data/information to produce relevant reports as requested.
- To liaise with the Deputy Headteacher/EHC Co-Ordinator to arrange EHC reviews with parents and the Local Authority – ensuring the correct paperwork has been completed and shared with appropriate bodies.
- To liaise with third parties e.g. photographer, linked schools, contractors and parents to arrange site visits as authorised by the Headteacher or School Business Manager
- To support the School Business Manager to maintain and update the Single Central Record
- To maintain stationary and consumables for the whole school to include ordering from external supplier, cataloguing and distributing as required.
- To take notes/minutes of meetings as required.

Finance Duties:

- To undertake a range of financial administration to include processing orders, preparing statements for budgets as requested.
- To order equipment as requested, process and reconcile invoices in line with financial procedures.
- To undertake and manage bookkeeping duties covering a range of financial processes to include school fund, petty cash, school trips, photographs, postage, telephone calls.
- To administer and reconcile school meal monies including arrangements for free school meals.

Other specific duties:

- To carry out duties in the most effective, efficient and economic manner available
- To continue personal development in the relevant area
- To participate in the staff review and development appraisal process
- To undertake pupil first aid/welfare duties including liaising with parents/carers and staff.

Health and Safety Training

- To undertake Health and Safety training on areas within the designated work area
- To undertake relevant First Aid training course
- To undertake Fire Warden training
- To undertake any training relevant to this role e.g. Safeguarding, PREVENT, Cyber Security, GDPR, Health & Safety, Fire Safety, Security Procedures. This list is not exhaustive.

Schools Job Profile Acceptance Form

Administration Officer

Job profiles are general, rather than explicitly describing any particular role and staff would not necessarily be expected to carry out all of the activities described. However, staff may also be expected to undertake some duties which are not detailed in the job profile.

I/we agree that this job profile is an accurate reflection of the duties, skills and responsibilities of the post.

Signed Governors:		Date	
Signed Headteacher:		Date	
Signed Jobholder:		Date	
Print name Job holder:		NI no	
School name	Willow Grove Primary School		

Person Specification

A. Experience

	Essential	Desirable	Source A = Application I = Interview R = References T = Task/Observation P = Presentation
Experience working in a school environment or a fast-paced office environment	E		A, I
Extensive experience working with computer packages such as Microsoft Outlook, Excel, Word for work processing, spreadsheets, databases and researching information	E		A, I, T
Experience of undertaking a range of administration/clerical tasks.	E		A, I, T, R
Experience of financial processes		D	A, I
Experience working in line with Safeguarding policies and procedures as outlined in Keeping Children Safe in Education		D	A, I, T
Experience of utilising, updating and monitoring Management Information Systems e.g. Arbor		D	A, I

B. Training and Qualifications

	Essential	Desirable	Source
NVQ level 3 in administration or customer service	E		A, I
At least 4 GCSE's graded C or above (or equivalent) GCSE's must include English and Mathematics	E		A, I
Willingness to undertake training to understand financial and accounting procedures	E		A, I
Willingness to obtain a First Aid Certificate	E		A, I
Willingness to complete all relevant training as required for this role	E		A, I

C. Knowledge and Understanding

Applicants should be able to demonstrate knowledge and understanding of the following areas relevant to the post.

	Essential	Desirable	Source
Knowledge of how to operate office equipment e.g. laptops, phones, printers	E		A, I
Knowledge of school related office procedures	E		A, I
Knowledge of Safeguarding procedures as outlined in Working Together to Safeguard Children and Keeping Children Safe in Education	E		A, I, T
Understanding of a range of financial processes.		D	A, I

D. Personal Skills, Abilities and Competencies

Applicants should be able to provide evidence that they have the necessary skills and abilities required.

	Essential	Desirable	Source
Ability to deliver polite, courteous and efficient customer service.	E		A, I
Ability to use initiative to respond to and solve unexpected problems using recognised procedures and policies as a guide.	E		A, I
Excellent organisational skills, attention to detail, high expectations of themselves and their professional standards	E		A, I, R
Ability to prioritise own tasks, work independently as well as part of a team	E		A, I
Excellent interpersonal skills, ability to establish and maintain good working relationships with staff, pupils and parents	E		A, I
Understanding of the importance of confidentiality and to be able to adhere to procedures	E		A, I
Supportive of the schools values and able to demonstrate working in line with the school's values of Be Safe, Be Kind, Be Positive	E		A, I

E. Legal Issues

	Essential	Desirable	Source
Legally entitled to work in the UK	E		A, I