

## Administrative Assistant/Officer

<b>Job Description</b>	
<b>POST TITLE:</b>	Administrative Assistant/Officer (School Office)
<b>GRADE:</b>	Grade 5 pt 6-11
<b>CAR USER:</b>	N/A
<b>LOCATION:</b>	St Augustine's RC High School
<b>RESPONSIBLE TO:</b>	Office Manager
<b>STAFF RESPONSIBLE FOR:</b>	N/A
<b>JOB PURPOSE:</b>	<b>The main objectives to be achieved by the Postholder</b>
<p>The administrative assistant is responsible for supporting the administrative and organisational processes within the school. They will also act as the initial point of contact for parents, external visitors and other stakeholders, so will be the ambassador for the school and embody the value, vision and ethos of the school in all interactions.</p>	
<b>MAIN ACTIVITIES</b>	
<b>GENERAL ADMINISTRATION</b>	
<ul style="list-style-type: none"> <li>• Maintaining and updating manual and computerised record/information systems.</li> <li>• Assist with managing the school's email shared inbox, ensuring the school meets its expected response times and that emails are forwarded to the relevant staff member as necessary.</li> <li>• Provide general clerical and administrative support, including word processing, minute taking, filing, routine correspondence, distributing mail, updating telephone lists and staff lists.</li> <li>• Provide administrative support to staff as needed.</li> <li>• Order, monitor and manage stock of office stationery and medical supplies, ensuring best value following the school's purchasing processes.</li> <li>• Routine financial administration, including petty cash and postage.</li> <li>• Assist with organising of events in school such as Intake Evening and other meetings and events, including the organisation of rooms and equipment.</li> <li>• Keep records in accordance with the school's record retention schedule and data protection law, ensuring information security and confidentiality at all times.</li> <li>• Provide administrative assistance with the schools admission and transition programme for new academic year learners and in-year admissions, collating and updating information on systems.</li> <li>• Organise hospitality on behalf of Headteacher as and when required.</li> <li>• Maintain the Reception and meeting room areas ensuring they are presentable to all visitors to school.</li> <li>• Provide support and assistance as and when required within the Pupil Services team.</li> </ul>	

### **ATTENDANCE ADMINISTRATION**

- General attendance support where required, monitoring the late arrival of pupils and contact parents/carers in liaison with Attendance Officer to identify reasons for non-attendance, ensuring all safeguarding procedures are followed.

### **RECEPTION**

- Undertake reception duties including telephone and face-to-face enquiries efficiently and responding to routine queries in a professional and supportive manner.
- Seek support from other colleagues where necessary to respond to complex enquiries.

### **SAFEGUARDING**

- Control access to the school in line with the school's safeguarding procedures, including signing in visitors, checking identification as necessary, issuing passes and notifying them of safeguarding and safety procedures.
- Be alert to unknown individuals on the school premises and report any concerns in line with the school's procedures.
- Administer the school's filtering and monitoring system for online safety and escalate any safeguarding concerns following the correct safeguarding procedures.

### **WRITTEN COMMUNICATION**

- Write and send email responses that are professional and uphold the school's vision and values.
- Update and distribute online and offline communications (e.g. letters, newsletters, social media posts, etc.) to parents, staff and other stakeholders.
- Assist with marketing and promoting the school.

### **OTHER GENERAL AREAS OF RESPONSIBILITY**

- Read and follow the relevant school policies and procedures.
- Undertake relevant training 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.
- To be aware of the confidential nature of issues.

- The duties may be varied by the Headteacher / Romero Catholic Academy Trust to meet changed circumstances in the manner compatible with the post held.
- The postholder will be the first point of contact for enquiries and visitors to the school and the must therefore be friendly and approachable, have effective communication skills, be able to multi-task, work under pressure and have the ability to complete tasks in a timely manner.

**Additional:** To support and demonstrate a commitment to the distinctive Catholic mission and ethos of the school.

<b>Note:</b>	<b>In addition, other duties at the same responsibility level may be interchanged with/added to this list at any time.</b>
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<b>Prepared by:</b>	<b>Yasmin Desai</b>	<b>Date: 10/2/25</b>
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#### **Equal opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

#### **Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

#### **Safeguarding Commitment**

This school is committed to safeguarding and protecting the welfare of children and young people and expects all staff and volunteers to share this commitment.

#### **Attendance**

Good attendance enhances the service delivered by schools, minimises staffing difficulties and ensures best value to the school. It is essential that applicants for positions in this school can evidence a previous satisfactory attendance record/commitment to sustaining regular attendance at work.

## Person specification

CRITERIA	QUALITIES
<b>Qualifications and training</b>	<ul style="list-style-type: none"> <li>• First aid training (or willingness to complete it)</li> <li>• GCSE English and Maths (or equivalent)</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Carrying out administrative tasks</li> <li>• Dealing with face-to-face and telephone interactions</li> <li>• Working with children or young people</li> <li>• Working and collaborating within a team</li> </ul>
<b>Skills and knowledge</b>	<ul style="list-style-type: none"> <li>• Good oral and written communications skills</li> <li>• Ability to respond quickly and effectively to issues that arise</li> <li>• Ability to plan, organise and prioritise to meet deadlines</li> <li>• Ability to use own initiative and take action accordingly</li> <li>• Excellent attention to detail</li> <li>• Ability to use IT packages including word processing, spreadsheets and presentation software</li> <li>• Ability to use relevant office equipment effectively</li> <li>• Ability to build effective working relationships with colleagues</li> <li>• Understanding of data protection and confidentiality</li> <li>• Understanding of safeguarding</li> <li>• Knowledge or understanding of school systems</li> </ul>
<b>Personal qualities</b>	<ul style="list-style-type: none"> <li>• Commitment to promoting the ethos and values of the school and getting the best outcomes for all pupils</li> <li>• Commitment to acting with integrity, honesty, loyalty and fairness to safeguard the assets, financial probity and reputation of the school</li> <li>• Ability to work under pressure and prioritise effectively</li> <li>• Commitment to maintaining confidentiality at all times</li> <li>• Commitment to safeguarding and equality</li> <li>• Embraces change well</li> <li>• Deals with difficult situations effectively</li> </ul>