

Grade 4 – Administration Assistant – Job Description & Person Specification

LEVEL 1 - Under the direction/instruction of senior staff: provide routine general clerical, administrative, financial support to the school. **GRADE 4**

Accountable to: School Administrator

Hours: 18.5 hours per week, 38 weeks per year (term time only plus INSET days as required)

Job Purpose

To provide efficient, professional and welcoming administrative support to the school, ensuring the smooth day-to-day operation of the school office.

The post-holder will be a key point of contact for pupils, parents, staff and visitors, supporting school administration, attendance, communication systems, wraparound provision and general office procedures.

The successful candidate will contribute positively to the life of the school and demonstrate our values of Compassion, Curiosity, Courage and Creativity in their daily work.

The post-holder will be required to work flexibly within the school office and provide high-quality administrative support as part of a collaborative team.

TASKS

Organisation

- Undertake reception duties, answering general telephone and face-to-face enquiries and signing in visitors.
- Welcome pupils, parents, visitors and contractors in a professional and friendly manner.
- Assist with pupil first aid/welfare duties, liaising with parents and staff as appropriate.
- Support arrangements for school trips, educational visits, events and enrichment activities.
- Assist with the administration of wraparound care and extra-curricular clubs.
- Maintain registers and attendance records for wraparound provision and activities.

Administration

- Provide efficient clerical and administrative support to the school.
- Manage incoming and outgoing correspondence, including post and email communications.
- Complete routine administrative tasks including photocopying, filing, scanning and document preparation.
- Maintain and update pupil records using the school's management information system (Arbor).
- Support pupil admissions, transitions and leavers processes.
- Assist with the administration and monitoring of pupil attendance.
- Distribute newsletters, letters and school communications to parents and carers.
- Respond to routine enquiries from pupils, parents and visitors and refer more complex matters as appropriate.
- Prepare standard forms, reports and correspondence as requested.
- Maintain accurate records and filing systems, both electronic and paper-based.
- Support the administration of school events and activities.

ParentPay and School Activities

- Support the administration of ParentPay for school trips, clubs and activities.
- Process and monitor bookings for wraparound care and extra-curricular activities.
- Maintain accurate records relating to bookings and attendance.
- Respond to routine parent enquiries relating to bookings, clubs and activities.
- Identify and report any discrepancies or issues to the Office Manager & School Administrator.

Resources

- Operate relevant ICT equipment and software packages, including Microsoft Office, Arbor and ParentPay.
- Assist in maintaining office supplies and resources.
- Maintain accurate electronic and paper filing systems.
- Support the preparation and distribution of information and documentation as required.

RESPONSIBILITIES

- 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.
- Be aware of and support difference and ensure equal opportunities for all.
- Demonstrate the school values of **Compassion, Curiosity, Courage and Creativity** through daily interactions and professional practice.
- Contribute to the overall ethos, vision and aims of the school.
- Work collaboratively with colleagues and appreciate and support the role of other professionals.
- Attend and participate in relevant meetings as required.
- Participate in training and other learning activities and performance development as required.
- Maintain confidentiality at all times in relation to pupils, staff, governors and families.
- Undertake any other duties commensurate with the grade and nature of the post.

SUPPORT

This role is supported through:

- Day-to-day support regarding the use of systems and procedures from the School Administrator.
- Support through other appropriate members of staff and the leadership team.
- Training as required and agreed.
- Opportunities for professional development relevant to the role.

Experience & Qualifications	• Good standard of education, including English and Mathematics. • Experience of working in an administrative or customer service environment. • Experience of using IT systems and Microsoft Office applications.
Knowledge & Skills	• Excellent organisational skills and attention to detail. • Strong interpersonal and communication skills. • Ability to work calmly and effectively in a busy environment. • Ability to prioritise tasks and meet deadlines. • Ability to maintain confidentiality and handle sensitive information appropriately. • Ability to work both independently and as part of a team. Desirable: • Experience of using Arbor or another Management Information System. • Experience of using ParentPay or similar online payment systems. • Knowledge of school attendance procedures. • First Aid qualification or willingness to undertake training.
Personal Qualities	• Friendly, professional and approachable manner. • Commitment to delivering excellent service to pupils, families and colleagues. • Reliability, flexibility and a positive attitude. • Commitment to the school's values of Compassion, Curiosity, Courage and Creativity.

Safeguarding Statement

Great Tew Primary School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Appointment to this post is subject to satisfactory references, an Enhanced DBS check and all other pre-employment checks in accordance with Keeping Children Safe in Education.