

Maple Ridge School

Job description: Administrative Assistant

Job details

Salary: Grade B £24,796 - £25,128 FTE (this is pro rata, term time only, 39 weeks per year)

Hours: 33 Hours per week, Monday – Wednesday and Friday, 8:30am – 3:30pm, Thursdays 8:30am – 4pm (30 minute unpaid lunch break)

Contract type: Permanent, Term Time (39 weeks per year)

Reporting to: School Business Manager but will also receive instruction on a day-to-day basis from the Admin Officer.

Main purpose

To implement a comprehensive range of administrative systems and procedures to meet school requirements.

Duties and responsibilities

Customer Service

- › Act as first point of contact for general parent/pupil/visitor enquiries, responding within standard procedures or referring the enquiry to an appropriate destination
- › Contribute to the smooth running of the school's reception, postal, telephones, stationery and hospitality facilities.

Attendance administration

- › Monitor and maintain an accurate record of pupil attendance, producing reports as necessary
- › Monitor the late arrival of pupils and contact parents/carers to identify reasons for non-attendance, ensuring all safeguarding procedures are followed

Administration / Finance support

- › Apply a wide range of standard processes and procedures under supervision.
- › Produce and process routine documentation/ correspondence against a broad framework provided by the Headteacher/ other senior staff
- › Input and extract staff/pupil information using manual and computer-based systems, including medical information
- › Apply basic financial payment procedures to handle cash and record financial transactions

Security

- › 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

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 etc) to parents, staff and other stakeholders

Staff Management and Teamwork

- › Work co-operatively with others towards shared goals
- › Support the induction of new members of the team and contribute to the development of others within the team through sharing knowledge

Welfare

- › Undertake welfare support to pupils including the provision of first aid, where appropriate
- › Administer medication as required

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	DESIRABLE QUALITIES
Qualifications and training	<ul style="list-style-type: none"> • First aid training (or willingness to complete it) • Educated/qualified to Level 2 in English and Mathematics
Experience	<ul style="list-style-type: none"> • Carrying out administrative tasks • Dealing with face-to-face and telephone interactions • Working with children or young people • Working and collaborating within a team • Working with parents of children with SEN
Skills and knowledge	<ul style="list-style-type: none"> • Effective oral and written communications skills • Good interpersonal skills • Ability to respond quickly and effectively to issues that arise • Ability to plan, organise and prioritise to meet deadlines • Ability to use own initiative and take action accordingly • Excellent attention to detail and high expectations • Ability to use IT packages including word processing, spreadsheets and presentation software • Ability to use relevant office equipment effectively • Ability to build effective working relationships with colleagues • Understanding of data protection and confidentiality • Understanding of safeguarding

Personal qualities	<ul style="list-style-type: none">• Commitment to promoting the ethos and values of the school and getting the best outcomes for all pupils• Commitment to acting with integrity, honesty, loyalty and fairness to safeguard the assets, financial probity and reputation of the school• Ability to work under pressure and prioritise effectively• Ability to multi-task and problem solve• Commitment to maintaining confidentiality at all times• Commitment to safeguarding and equality• Embraces change well• Deals with difficult situations effectively• Ability to maintain sense of humour whilst working under pressure
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Notes:

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

Last review date: March 2026

Next review date: January 2027