



Administrative Assistant Job Description

Job Title: Administrative Assistant

Location: Wickham Church of England Primary School

Grade/Salary: Grade C

Hours: Monday to Friday, 9:00am to 4:30pm, Term Time Only

Reports to: School Senior Admin Officer / Headteacher

Job Purpose

To provide efficient and effective administrative support to ensure the smooth running of the school office. The post holder will be a key point of contact for parents, pupils, staff, and visitors, and will contribute to the welcoming and professional ethos of the school.

Key Responsibilities

Reception and Communication

- Act as the first point of contact for visitors, parents, and telephone enquiries.
- Provide a warm, professional, and helpful reception service.
- Handle incoming and outgoing correspondence, emails, and phone calls efficiently.
- Maintain confidentiality and discretion at all times.

Administrative Support

- Provide general administrative support including word processing, photocopying, filing, and data entry.
- Maintain and update pupil records using the school's Management Information System (e.g., Arbor, Tucasi).
- Assist with the preparation of school communications, newsletters, and reports.
- Support the organisation of school events, trips, and meetings.

Attendance Monitoring

- Accurately record and monitor pupil attendance and punctuality on a daily basis.
- Follow up on unexplained absences in line with school policy.
- Produce attendance reports for senior leaders and external agencies as required.
- Liaise with parents and carers regarding attendance concerns and support strategies.

Safeguarding and Welfare

- Be alert to safeguarding concerns and report any issues in line with the school's safeguarding policy.
- Maintain accurate and confidential records relating to safeguarding and pupil welfare.
- Support the Designated Safeguarding Lead (DSL) with administrative tasks related to safeguarding.
- Ensure all visitors are signed in and out and follow school safeguarding procedures.

Pupil and Staff Support

- Administer first aid and medication to pupils as required (training will be provided if necessary).
- Support with the administration of admissions, leavers, and pupil transfers.

Resources

- Order and maintain stock of school supplies and resources.

Person Specification

Essential

- GCSE Grade C/4 or above in English and Maths (or equivalent).
- Excellent interpersonal and communication skills.
- Strong IT skills, including Microsoft Office and Microsoft Excel.
- Ability to work independently and as part of a team.
- Organised, flexible, and able to prioritise tasks effectively.
- High level of accuracy and attention to detail.
- Willingness to undertake first aid and safeguarding training.

Desirable

- Experience working in a school or similar environment.
- Knowledge of school MIS systems (e.g., Arbor, Tucasi).
- Understanding of safeguarding, data protection, and attendance procedures.

What We Offer

- A supportive and friendly team environment.
- Opportunities for professional development and training.
- A well-resourced and welcoming school setting.
- A strong sense of community and shared values.

Person Specification: Administrative Assistant

Criteria	Essential	Desirable
Qualifications	GCSE Grade C/4 or above in English and Maths (or equivalent) Willingness to undertake first aid and safeguarding training	Relevant administrative or office-based qualification First aid trained
Experience	Experience of working in a busy office environment Experience of handling confidential information	Experience working in a school or educational setting Experience using school MIS systems (e.g., Arbor, SIMS)
Skills and Abilities	Excellent verbal and written communication skills Strong IT skills, including Microsoft Office (Word, Excel, Outlook) Ability to prioritise tasks and manage time effectively Ability to work independently and as part of a team High level of accuracy and attention to detail Ability to remain calm and professional under pressure	Ability to produce reports and analyse attendance data Familiarity with financial or resource management systems Ability to support school events and trips administratively
Knowledge and Understanding	Understanding of the importance of safeguarding and confidentiality Awareness of the role of attendance in supporting pupil outcomes	Knowledge of GDPR and data protection in schools
Personal Qualities	Friendly, approachable, and professional manner Flexible and adaptable to changing priorities Reliable, punctual, and committed A positive attitude and willingness to learn	