



Title and Grade of Post	Office Support Administrator – NJC Grade 3
Job Purpose	To provide confidential, effective, efficient and flexible administrative support to the school as part of the wider office team.
To Whom the Postholder Reports	The postholder is responsible to: <ul style="list-style-type: none"> • the Headteacher in all matters.
Duties and Responsibilities specific to the Post	<p>Reception and Enquiries</p> <ul style="list-style-type: none"> • To ensure the provision of a pleasant and efficient reception as first point of contact for parents and all visitors to the school • deal courteously with all parents, visitors, pupils and staff • ensure all persons entering school have necessary ID/DBS according to school policy • respond to general enquiries from parents/members of staff; signposting them to the correct personnel as appropriate • To answer the telephones courteously and with sensitivity and confidence, using initiative as required and forwarding detailed messages as appropriate. • Aid with the transition process for new starters/applications. • Maintain the nursery waiting list. <p>Information</p> <ul style="list-style-type: none"> • Receive and distribute school post as necessary • Ensure that attendance registers are correctly entered • Prepare records relating to pupil attendance • Assist with pupil welfare matters i.e. contacting parents and staff • Manage manual and computerised record / information systems • Maintain and update spreadsheets and update SIMS as appropriate • assist in maintaining the school inventory / assets register • Carry out general and specific typing and word processing of letters, forms, policies, documentation and reports as required: • assist with the administration of the school newsletter /after school club letters etc • Produce and collate reports / documentation as necessary • Undertake photocopying and reprographics as appropriate • Maintain an efficient and effective filing system including confidential pupil records • To liaise with the school's Pastoral Officer and Education Welfare Officer on a regular basis to report on the school's attendance including weekly class based and individual pupils, including phone calls for unresolved absences; reports to the Headteacher. • Help to monitor school emails when requested by Head/Office manager. • To assist in home visits when requested by the Pastoral manager and/or Head. <p>Supplies</p> <ul style="list-style-type: none"> • Ensure all reprographic equipment is maintained across school <ul style="list-style-type: none"> ○ deal with paper jams when required ○ change toner cartridges, load staples when required ○ ensure stocks (toner cartridges etc are in stock) • Check stock levels for items such as; stationery, school uniform, first aid

	<p>equipment and request necessary supplies</p> <ul style="list-style-type: none"> • Ensure all delivery notes are checked and signed <p>Finance</p> <ul style="list-style-type: none"> • Collect and record monies coming into school eg. School trip money / uniform sales. • Assist with the School Payment/monies software when needed.
<p>Generic Duties and Responsibilities</p>	<ul style="list-style-type: none"> • Contribute to the overall ethos, aims and work of St Andrew's Primary School by fostering and facilitating good relationships between staff. • Develop constructive relationships and communicate with other agencies/professionals • Share expertise and skills with others • To maintain confidentiality at all times • Show awareness of and comply with all school policies and procedures, but particularly those relating to child protection, health and safety, data protection, confidentiality and reporting concerns as appropriate. • Participate in training, other learning activities and professional development as required. • Any other duties that the Headteacher and Governors feel are reasonable and commensurate with the grading of the post. Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.

It is a condition of employment that holidays are taken during school closures.

St Andrew's C of E Primary School

Person Specification – Office Support Administrator
Grade 3 – Point 3-6
Term time only



		Essential	Desirable
Qualifications and Training	Good standard of general education, including English and Maths NVQ grade 1 or equivalent	✓	
	Attended SIMS training		✓
	Maths and English GCSE or equivalent		✓
	Hold a current First Aid certificate		✓
Experience	Experience of working in a busy office environment	✓	
	Experience of working with a wide range of customers	✓	
	Experience of working in a school setting or education environment		✓
Knowledge and Skills	To be ICT competent with a working knowledge of relevant software packages (eg, Microsoft Word / Excel)	✓	
	Ability to input data quickly and accurately	✓	
	Ability to type documents quickly and accurately	✓	
	Excellent standard of grammar, punctuation and spelling	✓	
	Numerate – able to receive and record cash	✓	
	Excellent interpersonal skills – able to deal with a variety of people, including pupils, sensitively, empathetically and, when necessary assertively	✓	
	Able to make judgments about processing calls and correspondence (eg. Filtering, passing on to other staff, etc)	✓	
	Good communication skills – both oral and written	✓	
	Good time management skills – be able to prioritise work	✓	
Personal	Be able to keep calm in difficult situations and meet deadlines	✓	
	Able to operate effectively as a member of a team and with minimum supervision	✓	
	Have commitment, taking ownership and follow things through to completion	✓	
	Willingness to undertake training	✓	
Other	Commitment to equal opportunities	✓	
	Understanding of the importance of confidentiality and an appreciation of the Data Protection Act	✓	
	Understanding of the context in which schools are operating. An understanding of Health and Safety issues relevant to the post		✓

The 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 will be subject to an enhanced DBS check (formerly known as a CRB check).