



# THE ROLE OF ADMIN ASSISTANT

## Job description & person specification

The school admin assistant will assist the school office manager and bursar in providing whole school administrative support services to ensure the effective and efficient running of the main school office and associated functions.

Reporting To: School Office Manager  
Bursar

## Main Responsibilities

### **Communication and administrative services**

- Deal proactively with all incoming and outgoing correspondence to and from the school office, including drafting letters and emails, to ensure that an appropriate and timely response is made to all communications.
- Receive visitors, incoming telephone calls, emails and other messages and respond to routine enquiries, passing on messages to appropriate members of staff, and ensuring that all callers receive an appropriate response within required timescales; ensure that confidential and sensitive issues are dealt with in an appropriate manner.
- Ensure that all visitors (going beyond reception) sign in and out and are provided with security passes that meet the requirements of security and health and safety.
- Assist with the maintenance of the attendance/absence register to ensure that absences are accurately recorded and appropriately followed up.
- Administer the emergency evacuation checklists, including pupil absence reports and distribute them in an emergency or drill.
- Prepare and process documents, reports and presentation materials using appropriate software packages and ensuring that the quality of work produced is accurate and appropriate for its purpose and produced within required timescales.
- Maintain complete confidentiality of all reports and any other information concerning the Trustees, staff, parents and pupils that may be known or acquired in the course of your work.
- Plan and organise internal and external meetings/interviews as required, ensuring that appropriate information, facilities and refreshments are provided, and making travel arrangements if necessary.
- Maintain records and databases as required, ensuring that information is up to date, readily accessible, managed in accordance with data protection requirements, and that changes are notified to third parties as required.
- Prepare agenda for meetings, take notes at, and prepare and distribute minutes of meeting is required.
- As a part of the administrative team, contribute to the smooth running of the school, and provide general administrative assistance to the Head, Bursar and school staff.
- Liaise with the afternoon admin assistant to ensure continuity.

### **Marketing and external links, including public occasions**

- In liaison with the school office manager, ensure an efficient and positive response to admissions enquiries and follow up visits, including the organisation of all paperwork concerning entry to the school.

- Deal with routine enquiries for factual information about the school and send out school information packs and other marketing materials as required.
- Ensure that the reception area reflects a professional image at all times; maintain marketing displays and other information in the reception area to ensure that materials are appropriate and up to date.
- Assist with the organisation of events, such as Open Days, Prizegiving, Parents Evenings etc to ensure that they run smoothly and efficiently. Support the school by attending such events as agreed.
- Ensure that visitors and callers to the Head's and Bursar's offices receive an efficient, professional, approachable and welcoming service, in line with the ethos of the school.
- Contribute to the positive promotion and marketing of the school in the local and wider community.

### **Management of Resources**

- Ensure that the office/reception area is a welcoming, efficient, tidy environment, which facilitates the smooth effective day to day business of the school.
- If required, monitor and control an allocate budget to ensure the efficient and effective use of all resources e.g. stationery.

### **Pastoral Care**

- Provide a supportive and sympathetic point of contact for pupils and parents.
- Undertake appropriate first aid training and administer first aid to staff and pupils when qualified.
- Assist with the maintenance of the attendance/absence register to ensure that absences are recorded and appropriately followed up.

### **Training and development of self and others**

- Regularly review own practice, set personal development targets and take responsibility for own continuous professional development.
- Participate positively in performance management and monitoring procedures.
- Attend any in-service training appropriate to your role.

### **Other Responsibilities**

- To contribute to the spiritual and social life of the School and actively promote and support the Christian ideals of a Roman Catholic school.
- Promote good relationships at all levels and treat with sensitivity and professionalism any confidential information concerning individuals gained in the course of a working day.
- Maintain high professional standards of attendance, punctuality, appearance, conduct and positive, courteous relations with pupils, parents and colleagues.
- Work within the school's health and safety policy to ensure a safe working environment for staff, pupils and visitors.
- Uphold the staff behaviour policy and all school policies and procedures.
- Support school events and functions organised by the Friends of Holy Cross.
- Undertake any other specific duties which the Headteacher or Bursar may reasonably direct from time to time.

*This list provides a general summary but it is expected that the post holder will undertake any other duties commensurate with the level of responsibility of the post, as directed by the head teacher. This job description should be seen as enabling rather than restrictive and is subject to annual review.*

# Person Specification

## Qualifications

GSCE pass (or equivalent) in English Language	Essential
Recognised admin or secretarial qualification at level 3 or above, or the equivalent gained through experience	Essential

## Experience

Experience of working in a complex, busy, service driven environment	Essential
Experience of working in a school office or reception	Desirable

## Skills/ Knowledge

Excellent interpersonal and communication skills including the ability to relate well to people at all levels with sensitivity, tact and diplomacy	Essential
First class organisational and administrative skills, with the ability to remain calm under pressure and work to tight deadlines; systematic approach to tasks, with attention to detail	Essential
Evidence of pro-active approach to planning and prioritising work, with the ability to use initiative appropriately	Essential
Able to maintain a high work rate and to juggle a range of tasks and competing priorities	Essential
Excellent ICT skills; confident and adept in the use of Microsoft applications eg Word, Excel, Outlook and database input and able to produce quality presentation materials	Essential
Familiar and able to use school specific IT software eg SIMS, Clarion Call, Inventory	Desirable
Good telephone manner and ability to deal with callers and visitors in a calm and courteous way	Essential
Knowledge of safeguarding relevant to the role	Desirable
Paediatric first aid trained or willing to train to achieve this	Essential
Able to produce accurate work and possess a keen eye for detail	Essential
Aware of data protection regulations and able to maintain confidentiality	Essential

## Personal Attributes

Sympathetic to the Christian ethos of the school	Essential
High level of personal integrity, with proven experience of handling sensitive situations with tact and diplomacy and with complete respect for confidentiality	Essential
Honesty, energetic, adaptable and enthusiastic	Essential
Willing to give generously of time to support school events and activities	Essential
Resilient and able to work well under pressure	Essential
A commitment to promoting and safeguarding the welfare of children within the school and support of the school's policies and procedures	Essential
Professional, approachable demeanour when relating to all members of the school community including suppliers etc.	Essential
Well-groomed, with dress standards and appearance appropriate to the role	Essential
Be willing to "roll up sleeves" in an emergency	Essential