

Job Description 2026

Title of Post: Senior Administrative Officer (School Office)

Post level: S01 (Grow Level 4a / Band 2 level 2]

Responsible to: School Business Manager

Responsible for: Front office staff (1 member)

KEY PURPOSE:

To be responsible for:

- the planning, development and monitoring of the operation and delivery of administrative services and systems within the school
- ensuring effective systems, processes, and compliance, and coordinating the work of administrative staff where required.

Key Responsibilities:

1. Organisation & Systems
 - Ensure the front office provides a consistently warm, welcoming, and professional first impression for parents, pupils, visitors and external agencies
 - Oversee the use of visitor management systems, to ensure safe and compliant site access at all times
 - Be responsible for the day-to-day organisation and effective operation of the school office
 - Lead on the development, implementation and monitoring of administrative systems and procedures
 - Ensure administrative systems are efficient, compliant, and meet school and statutory requirements
 - Liaise with teaching and leadership staff to ensure effective delivery of support services
2. Administration & Data
 - Manage and maintain management information systems (e.g., Arbor)
 - Produce and analyse data and reports (e.g., attendance, census, pupil information) to support operational decision-making
 - Ensure accuracy, security, and compliance with data protection requirements
 - Manage complex administrative processes, including returns to external agencies
3. Coordination & Staff Support
 - Coordinate the work of administrative staff and allocate tasks as appropriate

- Provide guidance and support to colleagues on administrative systems and processes
- Contribute to the induction, training, and day-to-day support of administrative staff

4. Operational Support

- Support the delivery of key administrative functions such as:
 - Attendance monitoring
 - HR administration (e.g., recruitment records, single central record)
 - Nursery administration, including enrolment, registers, funding returns and liaison with nursery staff
 - Admissions processes
- Ensure processes are carried out efficiently and in line with school procedures

5. Resources & Compliance

- Actively uphold and promote the school's safeguarding responsibilities, maintaining up-to-date knowledge of safeguarding procedures and contributing to a safe environment for all pupils, staff and visitors
- Support the management of administrative resources, systems, and service contracts
- Assist in maintaining accurate financial and administrative records
- Ensure compliance with policies relating to safeguarding, health & safety, and data protection

6. Stakeholder Liaison

- Act as a key point of contact for parents, staff, and external agencies
- Respond to complex enquiries and resolve issues using judgement and knowledge of procedures

7. General Responsibilities

- Contribute to the overall ethos and functioning of the school
- Develop effective working relationships with colleagues and external partners
- Participate in training and development as required
- Undertake other duties commensurate with the level of the post