

Job Description

School Office Administrator – SC4 (SP7-10)

Responsible to: School Business Manager

Hours: 29.5 hours/week, 8:00 -16:00 Tue/Wed/Thu, 8:00-15:30 Fri 8.00am to 3.30pm, 30 min lunch break each working day, 40 weeks (term-time, including INSET days, plus 5 additional days)

Location: Millbrook Park CE Primary School, School House Lane, Mill Hill, London NW7 1JF

Job Purpose

- To provide high-quality administrative, organisational and reception support to ensure the efficient day-to-day operation of the school's front office.
- The postholder will act as a key point of contact for pupils, parents, staff and visitors, while taking lead responsibility for attendance administration, pupil admissions administration, reception services, routine MIS administration and a range of school operational processes.
- The postholder will work closely with the School Business Manager and wider leadership team to ensure that administrative systems are accurate, compliant, responsive and customer-focused.

Main Duties and Responsibilities

Reception and Visitor Management

- Act as the first point of contact for parents, visitors, contractors and pupils.
- Provide a professional, welcoming and safeguarding-aware reception service.
- Manage visitor sign-in procedures and ensure safeguarding requirements are followed.
- Respond to telephone, email and in-person enquiries and direct queries appropriately.
- Receive and distribute deliveries, incoming and outgoing post.
- Maintain reception, noticeboards and public-facing information.

Attendance Administration

- Lead on daily attendance administration.
- Monitor registers and attendance submissions.
- Undertake first-day calling procedures.
- Record and code absences in accordance with school procedures.
- Monitor pupil lateness and maintain associated records.
- Support attendance meetings by preparing correspondence, reports and documentation.
- Produce routine attendance information for leaders as required.
- Support child-missing-education and pupil tracking processes as directed.

Admissions Administration

- Administer Reception and in-year admissions processes.
- Process applications and maintain waiting lists.
- Maintain accurate admissions records.
- Prepare admissions correspondence and documentation.
- Ensure pupil records are created, updated and transferred accurately.
- Support school marketing and admissions events as required.

MIS and Pupil Data Administration

- Maintain accurate pupil records within Arbor.
- Process pupil starters, leavers and transfers.
- Support parent portal administration.
- Maintain user access and permissions as directed by the School Business Manager.
- Produce routine reports and data extracts.
- Assist with census preparation and statutory returns.
- Support data checking and cleansing activities to ensure data accuracy.

Parent Communications

- Issue communications to parents through Arbor, ParentPay and other approved systems.
- Prepare and distribute routine letters, newsletters and notifications.
- Support communication regarding trips, clubs and school events.
- Maintain mailing lists and communication records.

Finance and Operational Support

Working under the direction of the School Business Manager:

- Raise purchase orders.
- Process routine ordering requests.
- Maintain stationery and office supplies.
- Support credit card reconciliation processes by collecting and organising documentation.
- Administer after-school club bookings and records.
- Support debt recovery processes through routine reminders and correspondence.
- Support administration associated with nursery and school income streams.

School Trips and Extended Provision

- Maintain records relating to school visits.
- Support transport bookings.
- Manage parental consent documentation.
- Assist with administration for trips, clubs and other enrichment activities.

Safeguarding, Welfare and First Aid

- Maintain confidentiality regarding pupils and families.
- Undertake first aid duties appropriate to training received.
- Administer medication in accordance with school procedures.
- Maintain welfare and medical records as directed.
- Escalate safeguarding concerns immediately in accordance with school procedures (CPOMS).

General Administrative Responsibilities

- Maintain accurate electronic and, where required, paper records.
- Undertake document production and scanning.
- Support the maintenance, filing, archiving and secure disposal of school records in accordance with Trust retention requirements
- Maintain office systems and databases.
- Support Ofsted preparation and evidence collation as requested.
- Support school events and operational activities.
- Participate in training and professional development.
- Undertake other duties commensurate with the grade and responsibility of the post.

NOTE - The duties may be varied to meet the changing demands of the school at the reasonable discretion of the Headteacher and/or the School Business Manager.

The above responsibilities are subject to the general duties and responsibilities contained in the statement of Conditions of Employment.

This job description is not necessarily a comprehensive definition of the post. It may be reviewed and it may be subject to modification or amendment at any time after consultation with the holder of the post

This job description forms part of the contract of employment. It describes the way the post holder is expected and required to perform and complete the particular duties as set out.

Person Specification

Essential

- GCSE English and Mathematics (Grade 4/C or above) or equivalent.
- Experience of administrative work in a busy office environment.
- Good to excellent ICT skills, including Microsoft Office and the ability to learn new systems quickly.
- Ability to learn and use school information systems effectively.
- Strong organisational and prioritisation skills.
- Ability to maintain accurate records and databases.
- Excellent customer service and communication skills.
- Ability to work sensitively with children, parents and staff.
- Commitment to safeguarding and promoting the welfare of children.
- Ability to work independently and as part of a team
- Ability to maintain confidentiality and handle sensitive information.
- Ability to work accurately under pressure and meet deadlines.

Desirable

- Experience of working in a school environment.
- Experience of customer-facing communication with parents, clients or members of the public.
- Experience of Arbor or another school MIS.
- Experience of attendance administration.
- Experience of admissions administration.
- First Aid qualification.
- Knowledge of ParentPay or similar systems.
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Safeguarding

All LDBS Academies Trust schools are committed to safeguarding and promoting the welfare of children and young people. All staff and volunteers must share this commitment. The appointment will be subject to an enhanced DBS check. References will be taken prior to interview.