



JOB DESCRIPTION

Job Title:	Administrator	Department:	School Office
Hours of work:	37.5 hours per week Monday to Friday – 9am to 5pm, 38 weeks per year. (Term Time + 4 weeks - to be agreed with the Office Manager in line with operational requirements for annual leave cover).		
Responsible to:	Office Manager	Salary:	£23,553.68 – £24,709.06 actual salary (0.82 FTE) Equivalent to Scale Point 23–24.5 (£28,724 – £30,133 FTE)

Summary of Role

The Administrator will work as part of the School Office team to provide high-quality administrative support to ensure the smooth and efficient day-to-day running of the School. The role will support the delivery of administrative services across a wide range of school operations and will contribute to maintaining a professional, responsive and organised office environment.

Working under the direction of the Office Manager, the Administrator will undertake administrative tasks in support of members of the Academic Leadership Team (ALT) and Pastoral Leadership Team (PLT), assisting with the coordination and delivery of operational and administrative activities across the School.

The Administrator will also deputise for the Office Manager in their absence, helping to coordinate the day-to-day running of the School Office and ensuring continuity of service.

Specific Responsibilities

- Maintain and administer the student information database, including processing change of detail requests via the parent portal.
- Manage the day-to-day operation of the schooloffice@ and info@ email accounts, responding to or forwarding enquiries as appropriate.
- Support the administration and coordination of school event responses and registrations.
- Answer telephone calls, take messages and direct enquiries appropriately.
- Prepare academic transcript requests for students.
- Organise regular meetings, including Heads of Department, Staff Development, All Staff and Pastoral meetings, ensuring event notices are submitted, rooms booked and catering arranged as required.
- Maintain attendance records for regular meetings, update attendee matrices and distribute materials to non-attendees.
- Attend meetings where required to take minutes and distribute them promptly thereafter.
- Maintain and update the School's master spreadsheet, including information relating to SLT duty rotas, boarding, EOT, staff duty sign-ups, contacts, healthcare information, staff lists and initials.
- Prepare and distribute Weekend Arrangements communications each Friday.
- Prepare attendance confirmation letters for student school, visa and bank applications.
- Prepare the school menu at the beginning of each term and arrange publication on the parent portal.
- Download day girl supper requests weekly and distribute information to the catering team.
- Collate and prepare holiday attendance information for catering and fire safety purposes during school holiday periods.
- Monitor stationery stock levels, ensuring supplies are replenished and orders submitted to the School Office Manager as required.
- Prepare letters, reports and other documentation as requested.
- Undertake attendance recording responsibilities in the absence of the Attendance and Pastoral Officer.
- Provide reception cover as required.
- Support the distribution of parent communications, including via iSAMS and the parent portal, in the absence of the School Office Manager.

- Undertake administrative tasks on behalf of members of the Academic Leadership Team and Pastoral Leadership Team, as directed by the School Office Manager.
- Deputise for the School Office Manager during periods of absence, assisting with the coordination and smooth running of School Office operations.

PERSON SPECIFICATION

Essential	Desirable
Operational Excellence	
<ul style="list-style-type: none"> • Experience working in an administrative role within a busy office environment. • Experience of managing competing priorities and working to deadlines. • Strong organisational and administrative skills with the ability to coordinate a range of activities simultaneously. • Excellent attention to detail and accuracy. • Ability to work proactively and use initiative appropriately. • Experience of producing high-quality correspondence, reports and administrative documentation. • Excellent interpersonal and communication skills, both written and verbal. • Professional and confident telephone manner. • Strong ICT skills, including Microsoft Office applications and database systems. • Ability to maintain confidentiality and handle sensitive information with discretion. • Ability to work collaboratively as part of a team and provide support across a range of administrative functions. • Ability to deputise for the School Office Manager and support the coordination of office operations in their absence. 	<ul style="list-style-type: none"> • Experience working in the education sector. • Experience using school management information systems such as iSAMS. • Experience of minute taking and meeting administration. • Experience of coordinating events, meetings or school communications. • Knowledge of school administrative processes and procedures.
Personal Behaviours	
<ul style="list-style-type: none"> • A positive, professional and approachable manner. • Ability to build effective working relationships with colleagues, parents, students and external stakeholders. • Self-motivated, flexible and reliable. • Able to remain calm and professional under pressure. • A proactive and supportive team player willing to contribute to all aspects of School Office operations. • Willingness to assist colleagues during busy periods and provide operational cover where required. • Commitment to providing a high standard of customer service. 	<ul style="list-style-type: none"> • Confidence in dealing with a wide range of stakeholders across a school community. • Experience of working in a front-facing reception or customer service environment.
Ethos and Whole School Values	
<ul style="list-style-type: none"> • Committed to operating as part of the School community. • Committed to the Sacred Heart Values. • Commitment to Woldingham as a school with high academic standing providing a holistic education and outstanding pastoral care. 	
Safeguarding and Pastoral	
<ul style="list-style-type: none"> • Committed to safeguarding and promoting the welfare of children and young people. • A satisfactory Enhanced Disclosure from the DBS. 	