



## Job Description: Admin Assistant

**Reports to:** Office Manager  
**Start date:** ASAP  
**Contract:** Permanent, Annualised contract - term time (39 weeks) plus 79.4 reserved hours  
**Salary:** Grade 3 (£24,520-£25,762)  
**Hours:** 08:00am to 17:00pm

### The Role

As an Admin Assistant, you will provide comprehensive administrative support to the school and act as a central supporting role for staff, students and parents. You will work with other members of the operations team to uphold the vision and ethos of the school at all times and provide an excellent customer service to a range of stakeholders.

As part of your role you will be the 'face' of the school at reception and the office and will be welcoming, personable, helpful and able to represent the school in a professional and friendly manner. It is essential that the person for this role is organised, able to multitask, work flexibly and have a 'can do' approach. You will also assist with general day to day admin tasks which therefore require a good level of IT skills.

### Key Responsibilities

- Work across the Admin department as required, adopting a flexible 'can do' approach
- Maintain a complete and accurate record of parent/student details and a database of all prospective new students
- Supporting parents with admissions forms and document checking
- To assist and support with student attendance
- To organise and monitor the administration of medication and ensure its safekeeping
- To assist and support with internal and external exclusion process as required
- Establish and maintain efficient administrative systems and processes to support the effective running of the school with a focus on operational excellence
- Provide general clerical and administrative support for the school e.g. photocopying, filing, emailing, completion of standard forms, respond to routine correspondence, producing letters. Maintain manual and computerised records and management information systems, producing accurate lists or data as required by colleagues or compliance bodies
- Input/export data and ensure integrity within MIS and other systems including attendance, reporting, updating of student details etc.
- Assist with student welfare and first aid and ensure this is recorded accurately and promptly
- Maintain stationery and stock in office and reception areas and distribute as required
- Maintain a filing and archiving system as required both electronically and on paper
- Create and edit documents from start to finish, ensuring finished documents are to an excellent standard as per the Academy's brand guidelines and house style guide
- Support with administration associated with Parents' evenings, open evenings and other key academy events and to provide front of house support for these events, out of school hours
- Monitor the academy's voicemail, and incoming messages, ensuring that these are dealt with in a timely and professional manner
- Assist with keeping display boards up-to-date and at a high standard, including electronic displays
- Deal with lost property and ensure it is returned to students if possible

- Issue locker keys and maintain the locker database
- Support with ParentPay queries from students, staff and parents and carers
- Answer the telephone in a professional, friendly and efficient manner, using the corporate greeting and taking messages where appropriate, ensuring all relevant messages are passed on in a timely manner
- Ensure the working environment is to a professional standard e.g. clear desk policy
- Establish a quick and effective communication system between colleagues and managers alike
- Support with the franking, sorting and distribution of all incoming and outgoing post and communicate the receipt of deliveries to the relevant individuals in a timely manner
- Ensure all queries are dealt with effectively, sensitively and confidentially, taking the initiative to identify and handle issues that arise on behalf of the leadership team and others
- Communicate to the wider team via the radio and other means i.e. premises, IT
- Share best practice with the wider team and approach all tasks with a growth mindset
- Ensure that relevant information / literature is available in the reception seating area, i.e. times of the academy day, academy prospectus, newsletters, etc.
- Establish and communicate a clear and effective handover when working across zones
- Greet visitors to the reception area as required, ensuring that visitors are welcomed into a friendly, professional environment
- Ensure that internal and external perceptions of the academy are managed and protected within favourable boundaries, maintaining confidentiality wherever appropriate
- Ensure a business-like office environment and promote good relations with all staff

### **Administration of Reprographics**

- Receiving printing/copying requests and fulfilling orders submitted using reprographic equipment
- Assisting users with special printing/copying requirements – paper sizes; document finishing; laminating; stapling; booklets etc
- Fixing routine issues, e.g. paper jams, user-generated errors (wrong paper size etc)
- Maintaining and managing all stock including finalising and placing orders for new materials and paper
- Undertaking regular, basic maintenance, including changing toner, and safety checks on all School reprographic equipment
- Arranging for repairs of equipment, as and when necessary, to ensure smooth operation of all equipment
- Dealing with the service departments of suppliers to ensure service requirements of machinery are met
- Monitoring records of usage on a monthly basis and reporting on patterns of usage
- Arranging for collection and disposal of all surplus and unused printed materials and paper
- Work in an organised way; ensuring all areas of reprographics work is appropriately prioritised
- Maintain a tidy reprographics room, ensuring all copiers are fully loaded before you leave each day and limited supplies of paper and card are available for staff
- Ensure work is organised to enable colleagues to identify outstanding work, deadlines and staff requirements
- Ensure that the Office Manager is informed, in a timely manner, if deadlines cannot be met

**Other**

- Carry out other reasonable tasks as directed by Office Manager, Principal and Senior Team members
- To work collaboratively as a member of the Operations team
- To undertake fire marshal duties, if and when required
- To undertake exam invigilation duties, if and when required
- To undertake morning and afternoon playground duties, if and when required
- To operate the cashless catering tills, if and when required
- Cater and set up for meetings and events, if and when required
- To be willing to undertake appropriate training in line with contractual duties
- To be flexible in regard to working hours
- Attend and support out of hours' academy events parents' evenings
- This job description is subject to change with the agreement of the post holder

This job description sets out the main duties of the post at the time of drafting. It cannot be read as an exhaustive list.

**Role review**

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## **Person Specification: Admin Assistant**

### **Qualification Criteria**

- Right to work in UK
- Maths and English GCSE at grade C or above
- Ability to speak Spanish is desirable

### **Experience and Skills**

- School experience is desirable
- Experience of running effective administrative systems
- Marketing experience or experience editing websites is desirable
- Experience of data entry into databases and other IT systems
- Excellent communication, writing and editing skills
- Excellent organisation and time-management skills
- High level of proficiency with Microsoft Office
- Able to build relationships with a range of stakeholders and anticipate others' needs
- Able to manage several projects at once, prioritising accordingly to meet all deadlines
- Able to take ownership of tasks and work with minimal supervision

### **Personal characteristics**

- Genuine passion and a belief in the potential of every pupil
- Flexible, highly organised and able to multi-task and prioritise work to meet deadlines
- Helpful, approachable and positive nature and ability to stay calm and diplomatic under pressure
- Able to take ownership of tasks and work with minimal supervision
- Have exacting standards and a keen eye for detail
- Keen to learn and further develop own skills
- Exercises sound judgment, especially relating to confidentiality and discretion
- Excellent interpersonal skills with children and adults

### **Academy Culture**

- Support the Principal and other strategic leaders in fostering a strong sense of Academy community and ethos, aligned to the Academy mission, among both staff and students
- Support the Academy's values and ethos by contributing to the development and implementation of policies practices and procedures
- Help create a strong academy community, characterised by consistent, orderly behaviour and caring, respectful relationships
- Support and work in collaboration with colleagues and other professional in and beyond the school, covering lessons and providing other support as required.
- Vision aligned with Ark's high aspirations and high expectations of self and other

### **Other**

- Commitment to equality of opportunity and the safeguarding and welfare of all pupils
- Willingness to undertake training
- This post is subject to an enhanced DBS check

*Ark is committed to safeguarding and promoting the welfare of children and young people in our academies. In order to meet this responsibility, we follow a rigorous selection process. All successful candidates will be subject to an enhanced Disclosure and Barring Service check.*