



## **Job Description: Admin Assistant**

**Reporting to:** Office Manager- Student Support

**Start date:** ASAP

**Contract:** Permanent - full time (52 weeks)

**Salary:** Grade 3 (£22,206-£23,427)

**Hours:** 8am to 5pm

### **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 Business Support Team to uphold the vision and ethos of the school at all times and provide an excellent customer service to a range of stakeholders.

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 Student Services department as required, adopting a flexible 'can do' approach
- 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 Bromcom and other systems including attendance, reporting, updating of student details etc.
- Liaise with colleagues and external contacts at all levels of seniority with confidence, tact and diplomacy, whilst maintaining confidentiality at all times
- 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
- Support with the coordination of school trips and/or on-site events, including communications, bookings and scheduling
- 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 Globe 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



- Populate, maintain and update the administration calendar schedule, Student Services timeline and the administration planning calendar
- 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
- Sort and distribute incoming mail, record and frank all external post each day
- 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
- Assist the Student Services Office Manager with any administration requirements, including reception cover, reprographics support and general administrative duties
- Assist with daily attendance calls as part of our safeguarding requirements
- Maintain and restock reprographics resources to ensure effective and efficient daily operation
- Maintain public area displays to an exceptional standard, including supporting with the preparation of Globe Growth
- Populating and analysing data where required to support with the continuous improvement of practices
- Process exclusions as directed by the Student Services Office Manager

### **Other**

- Carry out other reasonable tasks as directed by Executive Principal, Vice Principal-Business and Community, Student Support Office Manager and PA to VP/SBM
- To carry out first aid duties
- To undertake fire marshal duties
- To undertake exam invigilation duties
- To undertake morning and afternoon playground duties
- To operate the cashless catering tills
- Cater and set up for meetings and events
- 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 e.g., summer fair, parents' evenings
- This job description is subject to change with the agreement of the post holder



## Person Specification: Admin Assistant

### Qualifications

- NVQL3 or equivalent
- Right to work in the UK

### Knowledge, Skills and Experience

- Experience of running effective administrative systems
- School experience 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 for and a belief in the potential of every pupil
- Deep commitment to Ark's mission of providing an excellent education to every student regardless of background
- Operates with a spirit of flexibility and optimism
- Helpful, approachable, positive and the ability to stay calm and diplomatic under pressure
- Have exacting standards and a keen eye for detail
- Keen to learn and further develop own skills
- Excellent interpersonal skills with children and adults
- Able to take direction but also be able to take initiative when required
- Exercises sound judgment, especially relating to confidentiality and discretion
- Solution focused with a can-do attitude

### 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 Disclosure and Disqualification by Association

*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. This process is outlined [here](#), but can be provided in more detail if requested. All successful candidates will be subject to an enhanced Disclosure and Barring Service check.*