



ACCOUNTABILITIES AND DESCRIPTION OF POST

SCHOOL OFFICE ADMINISTRATOR

JOB TITLE:	SCHOOL OFFICE ADMINISTRATOR
DEPARTMENT:	SCHOOL OFFICE
REPORTS TO:	HEAD
1.	<p>GENERAL QUALITIES</p> <p>As one of the first points of contact, the School Office Administrator will be confident and proficient in delivering a high level of customer service. The successful applicant will be adaptable and have the capability to remain calm and approachable in the busiest of working environments, whilst maintaining high standards. The School Office Administrator will be a self-starter, willing to learn and understand the different requirements of the role, and committed to providing a first-class service to parents, visitors, pupils and members of staff.</p> <p>Boundary Oak School hosts a busy programme of events each year. The School Office has responsibility and accountability for all events and functions, which includes administrative elements as well attending events, some of which are held during evenings or at weekends. The School Office is also responsible for the administrative elements of the transport system (minibuses), co-curricular/clubs bookings, Holiday Club (wrap around care) and the administration of exams.</p>
2.	<p>SAFEGUARDING</p> <p>The School Office Administrator will be committed to Safeguarding and promoting the welfare of children and young people both in and out of the School when in their charge and care. The Head and the Designated Safeguarding Lead will also ensure that any individuals working with the children are also committed to Safeguarding and are fully aware of the School’s policies and procedures beforehand, as well as receiving the appropriate training.</p>
3.	<p>TERMS AND CONDITIONS SPECIFIC TO THE ROLE OF SCHOOL OFFICE ADMINISTRATOR AT BOUNDARY OAK SCHOOL</p> <p>This is a full time, permanent, all year round role; hours of work will be 8.30am – 5.30pm, Monday – Friday during term time, and 10.00 am- 3.00 pm, Monday-Friday during the school holiday periods as and when office cover is required as part of a team. The flexibility to occasionally work outside normal working hours is required.</p>



4. MAIN RESPONSIBILITIES OF THE SCHOOL OFFICE ADMINISTRATOR

Working as part the School office team to:

Maintain Standards

- Maintain high standards of service to parents, visitors, pupils and staff at all times
- Ensure the telephone is answered promptly, in an appropriate manner and all messages are dealt with to an agreed standard
- Ensure the entry bell is answered in an appropriate manner maintaining the highest standards of safeguarding
- Respond to emails and enquiries to the school in a timely manner
- Ensure reception areas and public rooms are immaculate at all times
- Manage the stock of visitor refreshments
- Assist with control of all stationery used at the School
- Greet, assist and escort visitors and contractors, as required
- Assist in coordinating all reply slips (paper or electronic) to the School Office
- Maintain and update notice boards
- Oversee and redirect incoming and outgoing post
- Handle parental enquiries, take payments where necessary
- Handle pupil enquiries, escorting younger pupils to class if late arrival

General Academic and Administrative Support duties

- Provide administrative support as directed by the Head
- Support the Marketing and Communications team in respect of sending out communications to parents and staff
- Support the Office Manager with a variety of tasks, as required
- Assist with administrative duties such as sending out letters, mail merging, and communications through iSAMS
- To support teaching staff where possible
- To support ad hoc projects requests
- Registers and iSAMS support where needed
- Filing for School Office, Admissions and the Head's PA, as required
- Completing function/event booking forms
- Supporting events and marketing and admissions in events
- Updating staff information; including pigeon holes
- Fire safety warden

Specific Duties

Minibus Administration



- Booking pupils onto buses both am and pm (pick up/drop off)
- Minibus bookings for sports fixtures, school trips and events
- Book transport for boarders to and from school (using external buses where required), record in spreadsheet and communicate with Head of Boarding
- 3 month checks on drivers (online)
- Book drivers and authorise timesheets
- Administrate the vehicle checks of buses by drivers or the maintenance team – log sheets, defects, servicing, book in for servicing

Holiday Club Administration

- Create booking forms and upload to school website page
- Taking booking forms and inputting onto spreadsheet
- Organise staffing of holiday club for Autumn half term, Christmas break, Spring half term, Easter break, Summer half term, Summer holiday
- Taking payments and chasing payments
- Liaise with Holiday Club leader regarding the set up / timetable each break/holiday
- Liaise with Bursar regarding payments
- Calculate staff hours worked and notify Bursar of salaries required
- Once holiday club has closed, relocate medical forms to the file, archive daily sign in sheets, programmes, health and safety and any accident forms

Co-curricular Clubs Administration

- Co-ordinate clubs with Head of Sport
- Communicate with external club leaders regarding the details of their clubs
- Compile a list of clubs
- Compile a booking form
- Populate management information system (iSAMS/CHQ) with clubs information ready for parent bookings
- Collate boarders' bookings and input into system
- Create clubs register for club takers from the system
- Take payments (and chase payments) for payable clubs
- Liaise with Bursar about receipt of parent club payments and payments to external leaders
- Keep on top of room availability with parents' evenings/ performances/ exams then rearrange venues or cancel club
- Cancellation of clubs – check/communicate with staff/parents via iSAMS/CHQ



Exams Administration (level dependent on experience)

- Support the SMT member responsible for examinations with the administrative tasks, ensuring compliance with regulations for all external examinations
- Help process entries to examination boards, ensuring all necessary information is provided. Ensure examination entries are submitted in accordance with the timescales provided by the exam boards. Chase outstanding information where necessary.
- Liaise with teaching staff to ensure pupils are correctly registered at the appropriate times with regards to forthcoming examinations
- Support with the administrative tasks around invigilation and administration and co-ordination of exams.
- Oversee the collection and dissemination of coursework marks to exam boards
- Help organise invigilation programme, ensuring all regulations are adhered to
- Help organise and secure exam papers



5. SKILLS AND EXPERIENCE REQUIRED

- Previous experience of working in an administrative role in a busy office environment
- Excellent communication skills with an ability to correspond, verbally and in writing at the highest level
- Strong organisational and administrative skills
- Ability to work proactively and prioritise competing demands
- High standards of tact and diplomacy and the ability to handle sensitive matters with the highest degree of discretion
- Pragmatic, flexible and resilient
- Ability to work as part of a team and build relationships across the School
- Professional demeanor and a high standard of personal appearance
- The ability to remain calm and composed, even whilst under pressure
- Excellent IT skills; comprehensive knowledge of Microsoft Office packages
- Experience or understanding of working with the aims and ethos of an independent school is desirable
- A knowledge of Safer Recruitment and Safeguarding in schools is desirable, although full training will be provided

6. COMMUNICATIONS:

- Head, Proprietor, Deputy Heads of School, Head's PA and Office Manager, Leadership, Senior Managers, Marketing, Admissions and Finance teams
- Members of staff across the School
- Current pupils and parents; prospective parents and pupils; friends of the school and visitors to the School
- External professional bodies

The post holder will be required to act in a professional manner at all times, establishing good working relationships with colleagues. The position also requires good communication skills when working with staff, pupils, parents and visitors to the School

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post.

**PERSON SPECIFICATION****SCHOOL OFFICE ADMINISTRATOR**

JOB TITLE:	SCHOOL OFFICE ADMINISTRATOR	
DEPARTMENT:	SCHOOL OFFICE	
REPORTS TO:	HEAD	
Essential	Desirable	Assess by
Qualities which are essential to the satisfactory performance of the job and without which an applicant cannot be appointed	Qualities additional to those described as essential which may enhance your application. This is not an exhaustive list and you may add anything you feel is relevant to your application for the role.	AF = application form T = Teaching I = Interview
Qualifications		
<ul style="list-style-type: none"> A very good standard of written English, minimum C grade at GCSE or equivalent 	<ul style="list-style-type: none"> Attainment of level 3 qualifications or equivalent (e.g.: A Levels, Advance-level GNVQ) Administration Qualification Previous Safeguarding / First Aid / Fire Safety training 	AF/I
Experience		
<ul style="list-style-type: none"> Experience working in an office or customer service based role An understanding of the ethos of a school 	<ul style="list-style-type: none"> Previous experience of working in a School Knowledge and experience of school policies relating to health and safety, behavior, attendance, equal opportunities, child protection. An understanding of safeguarding issues relating to children and other stakeholders 	AF/I



<p style="text-align: center;">Essential</p> <p style="text-align: center;">Qualities which are essential to the satisfactory performance of the job and without which an applicant cannot be appointed</p>	<p style="text-align: center;">Desirable</p> <p style="text-align: center;">Qualities additional to those described as essential which may enhance your application. This is not an exhaustive list and you may add anything you feel is relevant to your application for the role.</p>	<p style="text-align: center;">Assess by</p> <p style="text-align: center;">AF = application form T = Teaching I = Interview</p>
<p>Skills and abilities</p>		
<ul style="list-style-type: none"> • Demonstrate high level of interpersonal and written communication skills, including a good command of grammar • Full understanding of the need to maintain confidentiality in both written and verbal communications • Excellent IT skills • Proven and outstanding administration skills • Experience of working autonomously and also of working in a team • Demonstrable organisational, problem solving and time-keeping skills • Proven ability to multi-task calmly under pressure • Proof reading and written communication skills with a keen eye for detail and correct grammar • To build successful relationships with a diverse range of people, both internally and externally • Ability to be adaptable to changing circumstances and new ideas 	<ul style="list-style-type: none"> • Knowledge of a database system to include inputting student data and running reports • Full knowledge of MS Office programs and experience of using Outlook and databases • Experience using mail merge • Experience of supporting or being an exams officer 	<p style="text-align: center;">AF/I</p>
<p>Personal competencies and qualities</p>		
<ul style="list-style-type: none"> • High personal standards of appearance • A calm, flexible approach • “Can do” attitude with ability to use initiative • A polite professional manner • The ability to exercise tact and discretion • Flexibility to undertake any other responsibilities as may be reasonably required by the Head 	<ul style="list-style-type: none"> • Experience of working with children and young people • Ability to undertake a range of office administration, accurately and efficiently including data entry skills • Ability to prioritise workload and to work to, and to meet, deadlines 	<p style="text-align: center;">AF/I</p>



<p>commensurate with this post</p> <ul style="list-style-type: none">• Willingness to undertake training as required.• Ability to work under pressure and a capacity for hard work		
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