



Thames View Infants

Office Administrator

NAME:

GRADE: Scale 4

DESIGNATION: **Office Administrator**

Date:

Supervising Officer: School's Business Manager

JOB DESCRIPTION:

PURPOSE OF JOB

1. To assist in the day-to-day running of a busy office within an extended community school, which places high importance on high quality learning, customer service and 'parents as partners' within a client-led culture,
2. To provide Front of House Receptionist duties, ensuring our customers (families and visitors) have a smooth arrival and departure experience, "joining-up", triaging and co-ordinating Families, Visitors, Guests, School and other Professionals with a "can do" approach; making them feel at home/welcomed, with all of their questions answered.
3. Assist in a range of Office financial and administrative duties, including ordering, stock taking, uniform purchasing and Nursery admissions.
4. To embrace the spirit and ethos of the school.
5. To support providing a confidential office and clerical service to the School.

MAIN ACTIVITIES

A) SECRETARIAL/RECEPTION/FRONT OF HOUSE

- Support with the day to day running of a busy office.
- Demonstrate exemplary 'front line' engagement with stakeholders – including answering telephone calls or working on the front desk, supporting parents, visitors and pupils, in a friendly, empathetic and approachable manner – embracing the spirit of the school's ethos and mission statement.
- Receive callers and telephone enquiries. Deal with enquiries and take appropriate action, liaise with staff as necessary.
- Handle first point of enquiries or complaints, attempting to resolve minor matters and referring complex ones, as necessary in an exemplary manner.
- Organise hospitality for visitors.
- Representing the School with a professional appearance and positive attitude, in-keeping with the School's vision and ethos
- Greeting visitors, checking them in warmly, supplying them with visitor's badges and offering them help
- Identifying staff to usher children, visitors and guests around School
- Provide customer support and accurate information about services and support the School offers
- Setting up meeting facilities
- Providing and booking appointments
- Listen and respond to guest queries and requests both in-person and by phone
- Liaise with necessary staff including to resolve any problems or complaints made



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- Directly implementing School policies and protocols, including attendance, punctuality and time-keeping
- Knowing “what’s happening” - answering questions about events and the provision offered at the School
- Interacting and “joining up” with other departments such as Inclusion, Family Support, Attendance, Heads of Years and Class Teachers
- Scheduling appointments and meeting times
- Taking and directing calls/emails
- Maintain a neat and orderly front desk and reception area
- Keeping basic office supplies like pens stocked and accessible to visitors
- Maintaining a positive attitude and friendly demeanour
- Remain confidential about school matters, at all times.

B) FINANCE

- On a day-to-day basis, assist in the stock-ordering process, including raising purchase orders, inputting financial data and “unpacking” deliveries, including School Uniform purchases.
- Compile quotations for School works and other orders.
- Receive deliveries and check with delivery note and invoice.
- Administer the collection of finances for School Clubs, Parental Purchases and visits (with support of the Office Leader).

C) INFORMATION TECHNOLOGY

- To operate all IT equipment and systems available in the school by gaining knowledge appropriate to use a Windows environment effectively.
- Examine work content, layout and design and adapt material in consultation with Headteacher.
- Maintain pupils/staff personal data both manually and under computer data base in line with Data Protection Act.
- Maintain and amend records of both systems in line with Data Protection Act.
- Retrieve information and statistics.

D) GENERAL ADMINISTRATION

- To support the Office Team, as appropriate.
- Maintain administrative systems within the school.
- Co-ordinating and/or assisting in the production and dissemination of reports, the School Prospectus, curriculum guides, correspondence, returns, minutes, letters and newsletters for (and on behalf of) the Headteacher, as directed.
- Dealing with incoming and outgoing mail and its distribution.
- Completing administrative tasks like filing and delivering and accepting mail

E) HEALTH & SAFETY

- Responsible for safe keeping and recording of medication, liaising with parents on related matters.
- Responsible for the completion of Accident Reports and recording of 'minor' accidents in the Accident Book.



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- To assist administering first aid and attending to sick children to include assisting in the daily supervision of pupils taking authorised medications.
 - Complete and maintain any incident reports, daily activity reports or other reports requested by leadership team
 - Maintaining front door security and reporting any suspicious activity
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- F) MAINTENANCE AND SECURITY
- To liaise with, and order on behalf of, the caretaker in respect of his duties related to maintenance, repair work and cleaning materials.
 - To liaise with, and order on behalf of, the cleaning staff in respect of their duties related to cleaning materials.
- G) ATTENDANCE & ADMISSIONS
- Ensure, through support of the Headteacher, the following;
- Supporting in the monitoring of pupil attendance – including implementing the school’s attendance routines on a day-to-day basis and over time as identified within the school’s policies related to attendance.
 - Assisting Office Staff with admissions.
 - Managing the admissions process for Nursery Children.
- H) TRAINING
- Annually review overall personal performance and identify any training needs in consultation with the Headteacher.
 - Engage with Leadership, Management and Team-development based training.
 - To maintain, review and improve good working practices within the office environment.
 - Support the development of other staff, including other staff working within the Office.
- I) LEADERSHIP & MANAGEMENT
- To support the headteacher by embracing the spirit and ethos of the Strategic Leadership Team, including helping to lead staff training / support, attending (when asked to do so) staff meetings, inset sessions and engaging in working party / leadership team meetings etc.

The above duties are neither conclusive nor exhaustive and the post holder may be required to carry out such other appropriate duties as may be required by the Headteacher within the grading level of the post and the competence of the post holder.



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PERSON SPECIFICATION:

- Experience of working within a Corporate or 5* Hotel Reception environment
- Knowledge of the School, how it works and it's vision and ethos
- Independent and self-managing worker
- Strong customer service skills - a great networker!
- Professional/confident telephone manner and excellent oral & written communication skills, good computer literacy.
- Ability to use initiative and remain calm under pressure.
- A strong team player with the ability to multi-task & prioritise work commitments.
- Flexible approach to departmental requirements.
- Good educational background & a solid command of written & spoken English
- Good sense of humour & an approachable personality
- Attentiveness, Good Memory, Helpfulness, the ability to Multi-task
- Proficient in Microsoft Office Suite and other necessary computer programs
- Ability to maintain a positive, friendly attitude even under high pressure

Key Competencies and Qualities:

- customer service orientation
- attention to detail and accuracy
- planning and organizing
- ability to multitask and prioritize
- professional appearance and attitude
- effective verbal and written communication skills
- ability to handle stress and stay calm under pressure
- conflict resolution skills
- decision making and judgment skills
- teamwork
- flexible regarding work schedules
- ability to respond appropriately to diverse customers and guests