

Role Profile: Administration Assistant

Purpose

The Administration Assistant plays a key role in the smooth operation of the school by being the first point of contact for visitors, parents, staff, and students. The post holder reports to the headteacher and will be responsible for general administration, safeguarding procedures, and maintaining an organised and welcoming front office environment. This position requires a proactive, organised, and personable individual to ensure the day-to-day operations of the school are efficiently managed.

Key Accountabilities

Reception and Safeguarding:

- Welcome and challenge all visitors appropriately in line with safeguarding policies and procedures before granting access to the property and issue correct lanyard.
- Serve as the initial point of contact for phone calls and in-person enquiries, assisting parents, students, staff, and external organisations.
- Ensure that reception and communal areas are tidy, well-stocked, and welcoming at all times.

General Administration

- Provide administrative support, including formatting and sending correspondence, managing the Headteacher's diary, and handling internal communications.
- Respond to queries from parents, students, and staff via phone, email, or in person.
- Take minutes at internal meetings, as required, and distribute information to relevant parties.
- Prepare and send out school letters and communications through the school's communication system.

Pupil Records & Attendance:

- Maintain accurate pupil information using ISAMS software, ensuring data is updated regularly (e.g., new pupil enrolments, leavers).
- Keep and maintain accurate attendance records; follow up on pupil absences in line with school policy.
- Run weekly attendance reports for the Designated Safeguarding Lead (DSL) and ensure all absences are documented and communicated.

After School Clubs and Events:

- Manage bookings for after school clubs, Tea and Breakfast Clubs, and Holiday Camps, liaising with parents as needed.
- Invoice parents for club bookings, Cake orders, and other school services using the School App.
- Ensure the school calendar (Outlook) is up to date, including key dates such as events, trips, and important school activities.
- Provide support for school events such as open mornings, coffee mornings, performances, and other activities coordinated by the Senior Leadership Team (SLT) and Admissions.

Orders and Stock Management:

- Order paper, photocopy ink, office stationery, and any other required supplies for the school, ensuring timely deliveries.
- Track orders to ensure deliveries are received on time and appropriately distributed.

Maintenance and Office Support:

- Assist with booking office maintenance repairs, including printers, and liaise with the site team to ensure the smooth running of office facilities.
- Collaborate with administrative staff at the Pre-Prep site and participate in regular meetings with the Headteacher to ensure effective communication and support across both sites.
- Liaise with and support the SCR Champion in managing the training matrix, ensuring that training is assigned before the expiration date, training packs are provided to new staff, and completion dates are accurately recorded.

Medical and Incident Management:

- Record first aid incidents and student illness absences using the Medical-Tracker system (once trained).
- Support the preparation of reports, letters, presentations, and other documents using Microsoft Office tools such as Word, Excel, PowerPoint, and Forms.

General Administrative Support:

- Provide ad-hoc administrative support to multiple departments (e.g., SLT, Finance, Payroll, Admissions) as required.
- Distribute reports, external mail, and deliveries efficiently.

Additional Duties:

- Undertake any other duties within the scope of the role as requested by the Headteacher/SLT Team.

Safeguarding Responsibilities

- To comply with safeguarding policies, procedures, and code of conduct
- To demonstrate a personal commitment to safeguarding and student/colleague wellbeing
- To ensure that any safeguarding concerns or incidents are reported appropriately in line with policy
- To engage in safeguarding training when required

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> GCSE and A-level qualifications Willingness to take on further training as required 	<ul style="list-style-type: none"> First aid qualification Fire warden training Customer service training
Skills	<ul style="list-style-type: none"> Proven experience in an administrative role, preferably within an educational environment. Strong organizational and multitasking skills with a high level of attention to detail. Confident and professional manners Ability to communicate effectively both orally and in writing Proficiency in working with standard office applications Ability to work independently and as part of a team. Proficiency in Microsoft Office (Word, Excel, PowerPoint, and Outlook). Excellent interpersonal and communication 	<ul style="list-style-type: none"> Quickly grasp a point or task Ability to work without direct supervision and determine own workload priorities Ability to use own judgement, resourcefulness, and common sense Ability to calmly transact with difficult people and situations Experience with ISAMS or similar school management software. Knowledge of general school policies and procedures.
Experience	<ul style="list-style-type: none"> Computer literate and proficient in Microsoft Office 	<ul style="list-style-type: none"> Previous experience working in a school or busy administrative environment Experience with dealing with the public
Other	<ul style="list-style-type: none"> Flexibility in relation to working hours To treat all matters relating to students, staff, and parents with confidentiality 	<ul style="list-style-type: none"> Approachable and positive attitude Sensitivity and awareness of minority group needs Willingness and interest in developing skills and to continue training

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Key Stakeholders:

Internal:

- Line managed by the SLT member responsible for administrative staff
- Broader Senior Leadership Team, and broader school community

External:

- Parents, contractors, guests, and visitors
- The broader Cognita family of schools

Signed:

Name (print):

Date: