

Role Profile School Administrator

Location: King's School & Nursery

Function: School Administration

Reporting To: Operations Manager

COGNITA

What you'll be doing

Role purpose

Based at the front-of-house reception/office, responsible for the smooth running and administration of the school. Ensures a pleasant and tidy first point of contact for visitors and deals with queries from parents, students, and staff.

Key responsibilities

- Ensure that all persons who wish to gain entry to the property are welcomed and appropriately challenged before being given access, in line with safeguarding policies and procedures.
- Act as the initial point of contact within the school; answer school phone calls, assist with enquiries from prospective and current parents, and liaise with external organisations.
- Undertake general administrative duties, including formatting and sending correspondence; diary management; responding to enquiries and emails from parents, students, and teachers (including but not limited to the school secretary inbox); forwarding messages when necessary; and taking internal meeting minutes as appropriate.
- Maintain accurate pupil information, registers, and records using relevant iSAMS software when required, notifying the Admissions and Marketing Manager and Operations Manager as necessary.
- Maintain attendance records (ensuring class registers are completed twice daily), follow up on all pupil absences in line with school policy, and run weekly attendance reports for the Designated Safeguarding Lead.
- Provide HR administration support, including (but not limited to) requesting references, taking minutes, and recording absences on E-days.
- Manage After School Clubs, Tea and Breakfast Clubs, and Holiday Camp bookings; liaise with parents accordingly and create offers using the school app.
- Ensure that paper and photocopying ink are ordered for the whole school, along with any required office stationery. Track the order process, ensuring deliveries are distributed promptly to recipients.
- Support the booking of maintenance repairs, liaising with the Facilities & Administration Manager and/or Operations Manager where required.
- Maintain records of first aid incidents and absences due to illness using the Medical Tracker system.
- Assist the Admissions & Marketing Manager with marketing activities, including digital marketing and social media.
- Prepare and distribute correspondence, including school letters and newsletters, using the school's communication system.
- Act as a distribution point for reports, external mail, and deliveries.
- Liaise with the site team to ensure reception and communal staff areas are kept tidy and well stocked.
- Upload events such as offers, bookings, and forms onto Cognita Connect.
- Organise and book school visits and transport as required.
- Collate registers for extra-curricular activities.
- Undertake any other duties within the general scope of the post, as required from time to time by the Head Teacher and Operations Manager.

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.

What you'll bring

Essential	Desirable
Skills • Confident and professional manner. • A personable and approachable individual who can relate easily to others. • Ability to communicate effectively both orally and in writing. • Proficiency in standard office applications. • Excellent organisational and time management skills. • Ability to prioritise and multitask. • Excellent interpersonal and communication skills.	Skills • Ability to quickly grasp new tasks or concepts. • Ability to work without direct supervision and determine own workload priorities. • Ability to use sound judgement, resourcefulness, and common sense. • Ability to handle challenging people and situations calmly.
Qualifications • GCSE and A-level qualifications. • Willingness to undertake further training as required.	Qualifications • First aid qualification. • Fire warden training. • Customer service training.
Experience • Computer literate and proficient in Microsoft Office.	Experience • Previous experience working in a school or busy administrative environment. • Experience dealing with the public.
Other • Flexibility regarding working hours. • Ability to treat all matters relating to students, staff, and parents with confidentiality.	Other • Approachable and positive attitude • Sensitivity and awareness of minority group needs • Willingness and interest in developing skills and continuing training

Key Stakeholders you'll be working with

Internal:

- Line managed by the Operations Manager.
- Senior Leadership Team and wider school community.

External:

- Parents, contractors, guests, and visitors.
- The wider Cognita network of schools.

To be signed and dated by employee:

Signed:

Name (print):

Date:

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