

# MILVERTON COMMUNITY PRIMARY AND PRE SCHOOL

Created: May 2026



**Job Description and Person Specification for:** Administration Officer

**Responsible to:** Office Manager

**Liaising with:** Parents, external organisations and agencies, teaching/ support staff, pupils, visitors, school leadership team.

**Job Grade:** Grade 14 or Grade 13 dependent on experience.

## **Job Purpose:**

To provide efficient and professional administrative support. The role will require excellent customer facing skills, a calm and friendly manner and the ability to prioritise work load.

## **Main Responsibilities:**

Under the guidance of the Office Manager – general administration to support the school function and business including but not limited to:

- First point of call to answer the office telephone and greet visitors.
- Welcoming and signing-in visitors ensuring the correct safeguarding check are carried out.
- Responding to day-to-day queries over the phone, by email, face to face or through school communications software.
- Comply with the requirements of the Data Protection act and maintain strict confidentiality.
- Updating Bromcom with pupil data and collating reports (training will be provided)
- Use school communications software to communicate with the parent body (training will be provided)
- Organise with school meals provider the ordering of school meals.
- Maintain and update the school website, ensuring it is fulfilling the statutory requirements as well as maintaining excellent content.
- Assist with the maintenance of the out of hours provision administration and provide relevant information to staff.
- Undertake First Aid for pupils (training will be provided)
- General office duties including typing letters, maintenance of pupil lists, photocopying, printing, filing and shredding.
- Input attendance data and contribute to the monitoring of attendance.
- Assist the Finance Officer with the checking of deliveries and occasional ordering.
- Flexibility and willingness to support all elements of the school when required.
- Respond effectively in a busy school environment when dealing with conflicting demands and constant interruptions.
- Support with IT issues in school as and when required.
- Assist with the maintenance of the asset register.
- Assist with ordering of office stationery and medical supplies when required.

- Support administration of Health and Safety systems.
- Support the Office Manager and Headteacher with tasks as and when required.

This job description describes in general terms the normal duties which the post holder will be expected to undertake. However, the job or duties may vary or be amended periodically.

**Conduct**

- To act in a professional and confidential manner with all school information.
- To work co-operatively with others and to show commitment to the office team as well as being an active part of the whole school staff.
- To cover when other office staff are absent.
- Be patient, tolerant and understanding.
- Be warm, approachable, friendly and engaging.
- Be organised and disciplined.
- The Administration Assistant will be required to safeguard and promote the welfare of pupils and follow school policies and the staff code of conduct.

**Signed:**

Postholder:..... Date:.....

Headteacher / Line Manager:.....

Date:.....

## **Person Specification – Administration Assistant**

CRITERIA	ESSENTIAL QUALITIES	DESIRABLE
<b>Qualifications and Training</b>	<ul style="list-style-type: none"> <li>• Good standard of education – 5 good GCSEs or equivalent</li> <li>• The ability to write to a good standard of literacy.</li> <li>• Have good numeracy skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Current Paediatric First Aid qualification</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• At least one year's work within a busy office environment/ as a receptionist in a front facing role.</li> <li>• Fully competent in the use of IT systems such as Microsoft Office Suite.</li> <li>• Experience of working in a fast paced environment.</li> <li>• Experience of communicating with multiple agencies.</li> <li>• Working as part of a team as well as using your own initiative.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in a school office.</li> <li>• Experience of working with children in the primary age.</li> <li>• Experience of working in a setting subject to Health &amp; Safety, Hygiene, Child Welfare and Protection regulations.</li> <li>• Experience of working with SIMS/ Bromcom.</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>• Aptitude to develop a knowledge of the role within an education environment.</li> <li>• An understanding of child protection and safeguarding.</li> <li>• An understanding of how to develop effective professional relationships with parents whilst maintaining confidentiality.</li> <li>• The ability to converse at ease with parents and members of the public and provide advice and information in accurate spoken English is essential for this post.</li> <li>• Excellent interpersonal skill in working with children and adults.</li> <li>• Ability to understand the wider environment of the school and classroom and understand staff roles.</li> <li>• Ability to cope with many interruptions and still complete tasks to a high standard.</li> <li>• Have good IT skills and a willingness to research and resolve IT issues.</li> </ul>	<ul style="list-style-type: none"> <li>• The ability to work contribute effectively to the workload and responsibilities of the team.</li> <li>• Ability to work on own initiative, including recognition of when and how to refer issues for effective resolution.</li> <li>• Ability to improve own practice and knowledge.</li> <li>• Ability to solve problems and provide solutions.</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• A commitment to safeguarding and protecting the welfare of children.</li> <li>• Genuinely care for the well-being of children, parents and families.</li> <li>• Be non-judgemental when dealing</li> </ul>	<ul style="list-style-type: none"> <li>• Willingness to undertake new activities necessary to support development of the role in commensurate with the demands on school resources and changing</li> </ul>

	<p>with sensitive issues.</p> <ul style="list-style-type: none"> <li>• Have a commitment to maintaining confidentiality at all times.</li> <li>• Have a good sense of humour!</li> <li>• Be punctual, reliable and trustworthy.</li> <li>• Smart and professional appearance.</li> <li>• Ability to work as a proactive part of a team.</li> <li>• Be approachable and have empathy.</li> <li>• Be able to think on your feet, work under pressure and use initiative.</li> <li>• Be adaptable, creative, positive and enthusiastic.</li> <li>• Have a commitment to every child's well-being.</li> </ul>	<p>responsibilities placed on schools.</p> <ul style="list-style-type: none"> <li>• Willingness to be flexible with working hours in response to the needs of the school.</li> </ul>
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*Milverton Community Primary and Preschool is committed to the safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. This post is subject to a satisfactory Disclosure and Barring Service (DBS) Enhanced Disclosure Certificate and online searches will be carried out.*