



## Job Description: Admin Assistant

**Reports to:** Office Manager  
**Start date:** ASAP  
**Contract:** Permanent, Annualised contract - term time (39 weeks) plus 79.4 reserved hours  
**Salary:** Grade 3 (£26,445 - £27,687)  
**Hours:** 07:30am to 4:30pm or 08:00 to 5:00pm

### The Role

As an Admin Assistant, you will provide comprehensive administrative support to the academy and act as a central supporting role for staff, students and parents. You will work with other members of the operations team to uphold the vision and ethos of the academy at all times and provide an excellent customer service to a range of stakeholders.

As part of your role, you will be the 'face' of the academy at reception and the office and will be welcoming, personable, helpful and able to represent the academy in a professional and friendly manner. It is essential that the person for this role is organised, able to multitask, work flexibly and have a 'can do' approach. You will also assist with general day to day admin tasks which therefore require a good level of IT skills.

### Key Responsibilities

- **Flexibility:** Adopt a 'can do' attitude and work flexibly across departments. Work closely and collaboratively with Ark Globe Academy and provide support, as required.
- **Record Keeping:** Maintain accurate records of students and parents, manage databases, and support admissions.
- **Administrative Support:** Assist with forms, document checking, and student attendance. Provide clerical support such as photocopying, filing, emailing, and form completion.
- **Professional Work Environment:** Ensure a business-like office environment and promote good relations with all staff.
- **Admissions:** Maintain accurate records of students, prospective students, and attendance. Manage databases related to admissions, medication, exclusions, and lockers.
- **Data Management:** Input and export data in various management information systems. Ensure data integrity in systems related to attendance, student details, etc. Support with SAR/FOI requests.
- **Student Welfare:** Assist with student welfare, first aid, and medication administration. Organise medication, attendance, exclusions, and deal with lost property and locker key issuance.
- **Event Management:** Support administration for Parents' evenings, open evenings, and other key academy events. Provide front of house support for these events.
- **Communication:** Answer telephone calls professionally, deal with voicemails and messages, and establish effective communication systems. Support with iPay queries.
- **Office Management:** Maintain stationery, stock, and filing systems. Ensure a professional working environment and manage post distribution.
- **Visitor Management:** Greet visitors professionally and ensure a friendly environment in the reception area. Ensuring all safeguarding protocols are followed.
- **Teamwork:** Share best practices with the team, ensure effective handovers, and protect the academy's perceptions.
- **Administration of Reprographics:** Receive and fulfil printing/copying requests using reprographic equipment. Assist with special requirements like paper sizes, document finishing, laminating, etc. Arrange for repairs when necessary. Maintain stock of paper and materials.
- **Marketing:** Support with marketing and branding of the academy e.g. utilising social media platforms and basic website updates.
- **Operational Excellence:** Establish efficient systems for the academy's smooth operation, including event support and communication management. This includes effective

communication and a clear handover when working across zones and ensuring that visitors are welcomed into a friendly, professional environment.

### **Others**

- Perform tasks as directed by the Office Manager, Vice Principal – Business and Community, Principal.
- First aid, fire marshal and cashless catering till duties.
- Be willing to undertake appropriate training in line with contractual duties.
- Be flexible in regard to working hours and commitment to responsibilities.
- Attend and support out of hours' academy events like parents' evenings, summer fairs, etc
- This job description is subject to change with the agreement of the postholder.

This job description sets out the main duties of the post at the time of drafting. It cannot be read as an exhaustive list.

### **Role review**

This job description sets out the main duties of the post at the time of drafting. It cannot be read as an exhaustive list. These responsibilities will be discussed annually as part of the post holder's annual performance review and are subject to change.

## **Person Specification: Admin Assistant**

### **Qualification Criteria**

- Right to work in UK
- Maths and English GCSE at grade C or above

### **Experience and Skills**

- School experience is desirable
- Experience of running effective administrative systems
- Marketing experience or experience editing websites is desirable
- Experience of data entry into databases and other IT systems
- Excellent communication, writing and editing skills
- Excellent organisation and time-management skills
- High level of proficiency with Microsoft Office
- Able to build relationships with a range of stakeholders and anticipate others' needs
- Able to manage several projects at once, prioritising accordingly to meet all deadlines
- Able to take ownership of tasks and work with minimal supervision

### **Personal characteristics**

- Genuine passion and a belief in the potential of every pupil
- Flexible, highly organised, solution-focused and able to multi-task and priorities work to meet deadlines
- Helpful, approachable and positive nature and ability to stay calm and diplomatic under pressure
- Able to take ownership of tasks and work with minimal supervision
- Have exacting standards and a keen eye for detail
- Keen to learn and further develop own skills
- Exercises sound judgment, especially relating to confidentiality and discretion
- Excellent interpersonal skills with children and adults

### **Academy Culture**

- Support the Principal and other strategic leaders in fostering a strong sense of Academy community and ethos, aligned to the Academy mission, among both staff and students
- Support the Academy's values and ethos by contributing to the development and implementation of policies practices and procedures
- Help create a strong academy community, characterised by consistent, orderly behaviour and caring, respectful relationships
- Support and work in collaboration with colleagues and other professional in and beyond the academy

### **Other**

- Commitment to equality of opportunity and the safeguarding and welfare of all pupils
- Willingness to undertake training
- This post is subject to an enhanced DBS check

*Ark is committed to safeguarding and promoting the welfare of children and young people in our academies. In order to meet this responsibility, we follow a rigorous selection process. All successful candidates will be subject to an enhanced Disclosure and Barring Service check.*