



St Andrew's

BERKSHIRE

School Administrator

(Part time 23 hours per week, term times plus 6 weeks)

Job description

Overview

Reporting to the School Office Manager, the School Administrator is a key member of the Operations team supporting the effective running of this busy prep school.

Purpose of the role

- To be an ambassador for the school when meeting parents and other visitors.
- To support the School's management information and admin systems and to provide general administrative support to the School under the direction of the School Office Manager and Estates Bursar.
- To contribute to the smooth running of the school and to help provide a high-quality service for pupils, parents and staff.

Key elements of the role are outlined below. The list is not intended to be exhaustive but is to give an indication of the main categories and content.

Detail

School Office

- Providing a warm welcome to all visitors to the School Reception, including current and prospective parents.
- Being the primary handler of incoming phone calls and minimising the incidence of missed calls.
- Resolving all incoming queries as far as possible or identifying a suitable "owner" and pro-actively following up to completion if necessary. Managing parent and pupil queries appropriately.
- Supporting the security of the school and the safeguarding of pupils by controlling access and ensuring the completion of relevant procedures for all visitors e.g. signing in and issuing identification badges.
- Liaising with the HR Advisor to ensure relevant checks for visitors are compliant.
- Updating and distributing communications to parents, colleagues and the community, for instance regarding fixtures and events.
- Providing information and support to other colleagues as required.
- Dealing with incoming and outgoing post.
- Ensuring that all information is treated confidentially and in accordance with the school's data protection procedures. Absolute discretion is essential.

SOCS Super User

- Managing SOCS, the school's management system for co-curricular activities.
- Working with the Head of Co-Curricular in setting up clubs and activities on the system each term.
- Answering parent queries and editing bookings where necessary.
- Producing class registers for club leaders.
- Providing information for billing purposes to the Accounts team.

Administrative Support

- Supporting the School Office Manager in the administration of the School's external communications.
- Providing general support to various school departments and functions, potentially including Pre-Prep, Music, Learning Support and Admissions & Marketing.
- Supporting the iSAMS Lead to ensure the School's management information system is complete, accurate and up-to-date.

Person Specification

Knowledge and Skills

- Strong communication skills, particularly verbal (including on the phone)
- Good IT skills, including use of MS Office applications and databases
- Able to work independently and to manage own workload
- Problem solving skills
- Attention to detail
- Understanding of Data Protection requirements
- Understanding of safeguarding principles and practices (though training will be provided)

Attributes

- A warm and engaging personality; positive and cheerful with a sense of humour
- Enjoys interacting with children and adults, relates well to them and demonstrates sensitivity to their individual needs
- Customer service mindset and a desire to consistently deliver a high-quality service
- A constructive team player who supports and works effectively with colleagues
- Flexible and proactive
- Able to deal with unexpected issues and willing to 'muck in'
- Professional and discrete
- A sense of humour, along with a cheerful personality is likely to be an advantage.

Experience

- Working in an office environment and dealing with face-to-face interactions
- Working in a customer service environment
- Experience of working in a school would be desirable
- Previous use of school management information systems, particularly iSAMS, would be desirable, but training will be provided

This job description is subject to annual review.

St Andrew's School is an equal opportunities employer. The School operates a No Smoking policy. The School is committed to safeguarding and promoting the welfare of children. Applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and subject to a successful enhanced DBS check with the Disclosure and Barring Services.