

Office Administrator

The Macclesfield Academy, Park Lane, Macclesfield

Grade 4

SCP 5 – SCP 6

Job Description & Person Specification

Job Description

Reporting to

The Headteacher, Office Manager and the Governing Body of The Macclesfield Academy

Purpose of the role

To provide a professional administrative service as part of the school office. To assist in the day-to-day smooth running of the school office including aspects of administrative organisation and reception duties.

Main responsibilities

1. Act as the point of contact for parents and visitors arriving in school.
2. Deal with day-to-day student enquiries, including administration of first aid
3. Deal with telephone and face-to-face enquires efficiently and in a professional and supportive manner
4. Assist with managing the schools email inbox and communications system, ensuring the school meets its expected response times and emails are forwarded to relevant staff member as necessary
5. Supporting with administration of school trips and enrichment activities
6. Update record/information systems
7. Keeps records in accordance with the school's record retention schedule and data protection law, always ensuring information security and confidentiality
8. Manage and organise completed forms from parents
9. Provide administrative support to staff as needed

Person Specification

	Desirable	Essential
Qualification		
Relevant qualification	✓	
GCSEs at grades 9 to 4 (A* to C) including English and Maths		✓
Experience		
Previous experience of working in a general office / administrative role		✓
Previous experience of working in a school office	✓	
Dealing with face-to-face and telephone interactions		✓
Working and collaborating within a team		✓
Working with children or young people	✓	
Knowledge & Skills		
Excellent oral and written communication skills		✓
Ability to work efficiently, responding to queries quickly as they arise.		✓
Ability to plan, organise and prioritise to meet deadlines.		✓
Excellent attention to detail		✓
Ability to use IT packages including word processing, spreadsheets and presentation software		✓
Ability to work in a team and build effective working relationships with colleagues		✓
Understanding of data protection and confidentiality		✓
Understanding of safeguarding		✓
Attributes		
Commitment to promoting the ethos and values of the school and getting the best outcomes for all pupils		✓
Commitment to acting with integrity, honesty, loyalty and fairness to safeguard the assets, financial probity and reputation of the school		✓
Ability to maintain confidentiality and handle sensitive information with discretion		✓
Committed to deliver exceptional standards in all areas		✓
Commitment to promoting diversity and inclusion in the workplace		✓
Ability to establish effective rapport with stakeholders		✓