

ROYAL BOROUGH OF WINDSOR AND MAIDENHEAD

JOB ACCOUNTABILITIES

Job Title: Administration Officer	Job number / Grade Grade 3 (point 5-6)
Directorate : Education	Unit: Courthouse Junior School

JOB PURPOSE

To provide administrative support and to undertake secretarial duties for the Headteacher/Senior Management Team for the smooth running of the school.

SCOPE OF JOB (Budgetary/resource control, impact)

Has contact with school visitors, teachers, parents, pupils, Governors, support staff in the Education Directorate etc.

Operates in a busy, often noisy environment and required to juggle conflicting priorities.

The school office is often the focus of support activities in the school. All enquiries, visitors, pupils and staff will interact with those in the office. Staff have to perform their duties despite the constant interruptions especially from pupils. Often the first point of contact with distressed/ demanding/aggressive/angry parents on the phone or in person. The way they respond can impact significantly on how the parent continues to behave towards the teacher/Headteacher to whom they are referred.

Will have access to confidential information, which must be dealt with discretely at all times.

POSITION WITHIN UNIT STRUCTURE

Reports to the Federation Operations Officer

KNOWLEDGE, SKILLS & EXPERIENCE

Administrative qualification eg NVQ level 3 or equivalent by experience

ICT literate and able to operate software at an intermediate level.

Sound communication skills.

Able to take minutes.

Able to use technology and office equipment to improve the efficiency of the school office.

Able to relate to pupils and parents in a calm and sympathetic manner.

JOB ACCOUNTABILITIES

Provide administrative support to the Headteacher and Senior Leadership Team (SLT), including managing appointments, typing highly confidential reports/correspondence.

Type a variety of communication ensuring that documents are produced to the required standard and time scales. This will involve using standard templates and creating templates or layouts to suit individual documents.

Using various databases, produce a range of management information for the SLT, the Education Directorate and the DfE to assist the SLT in their decision-making and to meet return deadlines.

Work closely with our federation school Alwyn Infants. You may occasionally be asked to cover their office in case of staff absence/emergency.

Process the schools incoming and outgoing post (electronic and physical) ensuring that it is distributed/dispatched in good time.

Maintain the office filing systems ensuring that filing is done daily and accurately and that records are kept up to date.

Provide a telephonist/receptionist service taking messages or referring callers/visitors to the correct person.

Organise school trips including venue and coach bookings, setting up payment requests for parents.

Receive and receipt monies from pupils and parents ensuring that all monies received are accounted for and kept secure.

Placing orders for educational resources and recording the requests on the financial system.

Monitor stationery/office supplies, placing orders when required.

Liaise with external agencies (lettings) and be the main point of contact for external clubs running classes at the school.

Update the school website with school events, term dates etc. as and when needed.

Perform duties in line with Health & Safety rules and to take remedial action where hazards are identified. Where hazards are serious report to line manager immediately.

Any other reasonable requests by the Federation Operations Officer/SLT.

Post holder's signature _____ **Name** _____ **Date** _____

Manager's signature _____ **Name** _____ **Date** _____

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