

## Trustwide Office Administrator 2024

Personal Specification	
Qualification and Experience	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• GCSE or equivalent qualification in English and Maths.</li> <li>• Experience of administration in schools and willingness to commit to further training.</li> <li>• Strong ICT skills, including use of Microsoft products</li> <li>• Experience of working with a large team and of collaborating effectively with a range of leaders, whether they are teachers or governors and administrators</li> <li>• Experience of partnership with staff/parents which has impacted positively on staff performance/pupil outcomes</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Experience of working in a school office environment</li> <li>• Working knowledge of Arbor is an advantage</li> <li>• Working knowledge of ParentPay an advantage</li> </ul>
Personal skills/attributes	<ul style="list-style-type: none"> <li>• Literate and numerate and secretarial skills at a high level</li> <li>• Ability to work on own initiative and to work to multiple deadline</li> <li>• Ability to prioritise key items within your workload and to perform under pressure</li> <li>• Ability to multi- task and respond to a wide range of enquiries</li> <li>• Self-motivated, willing to take responsibility, conscientious and display initiative.</li> <li>• Professional and welcoming manner and excellent customer service/care skills</li> <li>• Ability to relate well to children, teachers, school staff, parents, visitors, governors.</li> <li>• Ability to work constructively as a team, understanding school roles and responsibilities and the post holder's position within these.</li> <li>• Experience of working effectively with a wide range of external partners.</li> </ul>
Professional Values and Practice	<ul style="list-style-type: none"> <li>• Live out the trust ethos of Striving for the Heights with a smart professional appearance and respect for social, cultural, linguistic, religious and ethnic diversity.</li> <li>• Have a flexible and adaptable approach to work, be willing to go the extra mile to get the job done for the benefit of our pupils, our colleagues and for yourself.</li> <li>• Have a happy and positive attitude to the work you undertake.</li> <li>• Be emotionally resilient and respond to situations in a calm, professional manner at all times, especially when faced with a complaint</li> <li>• Be collaborative, working in partnership with colleagues (both internally and externally) as part of an inclusive team.</li> <li>• Have a thirst for excellence and a relentless drive to achieve the best outcomes for our pupils, as well as being committed to inclusion, safeguarding and equality.</li> <li>• The capacity and enthusiasm to learn, be self-motivated, reflective, creative and innovative in order to continuously improve.</li> <li>• To have a strong awareness of professionalism and respect for confidentiality.</li> <li>• At all times model good relationships, attitudes, behaviour.</li> <li>• To be able to self-evaluate your own performance, keep your own knowledge and skills up to date, and participate in relevant training and CPD opportunities as required.</li> <li>• Willingness to work flexible hours and to attend occasional meetings outside of normal office hours.</li> <li>• Understand and respect social, cultural, linguistic, religious and ethnic backgrounds.</li> </ul>
Summative Agreement	

<p>Confidentiality</p> <p>Code of conduct</p> <p>Safeguarding</p> <p>Health and Safety</p> <p>Induction</p>	<ul style="list-style-type: none"> <li>• I will treat all information about children, families and staff discreetly with regard to confidentiality and data protection, and will report all concerns to the appropriate person(s).</li> <li>• I will adhere to the Trust's code of conduct and all other school policies.</li> <li>• I will comply with all Trust policies and procedures related to equality, safeguarding, and e-safety and will report any concerns to the appropriate person(s).</li> <li>• I agree to take care of my own and other's safety at all times and to carry out my duties in accordance with the Trust's Health and Safety policy and procedures.</li> <li>• On joining the Trust, I agree to attend Induction sessions and complete all related tasks as required.</li> </ul>
<p><i>This person specification is provided to assist staff to understand and appreciate the work content of their post and the role they are to play in school. It does not comprise a full and comprehensive list of all the tasks that the post holder will undertake in fulfilling their responsibilities, and may also be subject to amendment or modification at any time in consultation with the post holder.</i></p> <p>Agreed by post holder _____ Date _____</p>	
<p>Date of this review: September 2024</p>	<p>Date of next review: September 2025</p>