

TEMPLEWOOD SCHOOL
Pentley Park,
Welwyn Garden City,
AL8 7SD
☎ 01707 324251
admin@templewood.herts.sch.uk
www.templewood.herts.sch.uk



JOB DESCRIPTION

JOB TITLE: Administrator
SALARY RANGE: H3
DATE: September 2024

Main purpose

To provide general clerical or administrative support to the school under the direction or instruction of senior staff.

Key responsibilities

1. Provide administrative support e.g., answering the phone, emailing, completion of routine forms, school meals, daily registers, wraparound care bookings.
2. Update manual and computerised records/management information systems

Individuals in this role may also undertake some or all of the following:

1. Undertake reception duties, act as first point of contact in response to telephone and face-to-face enquiries, sign in visitors.
2. Open, sort and distribute incoming mail and post outgoing mail. To sort the admin email account, forwarding emails to relevant staff and responding to queries
3. First point of contact for sick pupils, liaise with parents / carers / staff.
4. Assist with arrangements for visits, for example by school nurse, photographer.
5. Ensure completion of attendance registers/ensure attendance is completed in the MIS system for all classes.
6. Contact children's parents/carers for absent children.

7. To receive deliveries, check and arrange orderly and secure storage of supplies.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

Job Context

- The school has a part time office manager and full time school business manager.
- Follows instructions or set routines. Decisions relate to own daily workload.
- Communicates with other school staff and teachers, senior leadership team, pupils, parents / carers, suppliers, visitors.

Knowledge, Skills & Abilities

- Requires knowledge of a range of administrative support tasks and office and related school procedures and systems
- Problems are normally routine requiring straightforward solutions; more difficult problems can be referred to others.
- Communicates with other school staff and teachers, senior leadership team, pupils, parents / carers, suppliers, visitors.
- Standard keyboard skills, use of office equipment.
- Knowledge of SIMS

Supervision

- Follows instructions or set routines.
- Decisions relate to own daily workload.
- The post holder will have no supervision responsibilities of other staff.
- May demonstrate administrative duties to new or less experienced staff.

Problems, Demands & Decisions

- First point of contact dealing with difficult visitors/parents. Problems are normally routine requiring straightforward solutions; more difficult problems can be referred to others.
- Concentration for undertaking administrative tasks.
- Exposure to emotionally demanding situations is infrequent.
- Contact with pupils, parents and carers and outside agencies entering the office and may assist with the welfare and care of sick pupils.

Dimensions

- Responsible for the maintenance and updating of records; may select, order and store supplies within a limited range.

Physical Effort

- Requires normal physical effort, with a mixture of sitting, walking and carrying minor loads.

Working Environment

- Work is normally carried out in an office environment.