

School Administration	Level 1	Level 2	Level 3	Level 4
Purpose 	<p>To undertake general administrative work to provide an efficient and effective administration service to the school</p> <p>This may include reception support to the school and visitors and/or the provision of general clerical and administrative or financial duties</p>	<p>Provide a range of administrative and organisational support services for the school</p> <p>This may include reception support to the school and visitors and/or the provision of secretarial support, administrative or financial duties.</p>	<p>To provide a range of administrative and/or organisational processes within the school</p> <p>This may include management of some part of the administration and/or financial processes</p>	<p>To manage the administrative and/or finance function within the school</p>
Key accountabilities	<p>Each school is organised differently, and the range of duties carried out will be different in each school. The below section of this role profile will give examples of the duties and responsibilities that may be carried out.</p> <p>This list is not exhaustive</p> <p>Provide general administrative support including clerical processes, word processing, data inputting</p> <p>Deal with face-to-face enquiries and answer routine telephone calls and/or acting as receptionist for the school, greeting, registering and assisting visitors and guests</p> <p>Maintain manual and computerised records/management information systems</p> <p>Maintain and collate pupil reports, produce lists/information/data as required such as pupils data</p> <p>Open, sort and distribute incoming mail and post outgoing mail keeping relevant records</p> <p>Provide administrative support for meetings and take notes at meetings, such as teachers' meetings, teaching assistant meetings</p> <p>Undertake basic financial administration such as processing orders, collecting monies, petty cash</p> <p>Operate relevant equipment/ICT packages (such as word processing, data entry onto standard databases and spreadsheets, use of Internet)</p> <p>Monitor stock and request supplies</p> <p>Be the first point of contact for sick pupils, liaise with parents/carers/staff</p> <p>Assist with arrangements for school visits and events and may also attend</p> <p>Assist with the routine administration of school lettings and other uses of school premises, such as take bookings</p>	<p>Each school is organised differently, and the range of duties carried out will be different in each school. The below section of this role profile will give examples of the duties and responsibilities that may be carried out.</p> <p>This list is not exhaustive.</p> <p>Provide administrative and organisational services and/or finance services to the school and contribute to the planning and development of procedures and systems</p> <p>Deal with face-to-face enquiries and answer routine telephone calls and/or acting as receptionist in a larger school, greeting, registering and assisting visitors and guests</p> <p>Analyse and evaluate data and information and run reports</p> <p>Process forms, internal returns, including those to outside agencies</p> <p>Monitor and may order a limited range of stock (general consumables) within an agreed budget</p> <p>Operate relevant office equipment and ICT packages, such as student databases, staff databases, data inputting, word processing, photocopying, updating websites</p> <p>Collect and bank as required dinner and other monies (school trips, school photographs, book bag sales, school shop)</p> <p>Organise arrangements for visits to the school and school events</p> <p>Assist with updating and maintaining administration inventories, such as inventory of school assets, inventory of curriculum resources</p> <p>Assist with the administration of facilities including use of school premises and collection and banking of lettings income</p>	<p>Each school is organised differently, and the range of duties carried out will be different in each school. The below section of this role profile will give examples of the duties and responsibilities that may be carried out.</p> <p>This list is not exhaustive.</p> <p>Provide the administrative and organisational services and/or finance services to the school</p> <p>Contribute to the planning and development of administrative procedures and systems</p> <p>Analyse and evaluate data and information including creating and running reports</p> <p>Provide operational day to day support and information to senior staff, the Governing Body and others</p> <p>Process more complex forms, returns, including those to outside agencies, such as school census</p> <p>Produce and respond to correspondence for self and others</p> <p>Monitor and manage a limited range of stock within an agreed budget</p> <p>Operate school information management systems</p> <p>May supervise administrative/finance staff</p> <p>May organise meetings and take notes/minutes, such as Governors meeting, School Leadership Team meetings</p> <p>May monitor service contracts, school licences and insurance</p> <p>May assist with marketing and promotion of the school</p> <p>May manage the administration of facilities including use of school premises</p> <p>May monitor some of the school's financial processes</p>	<p>Each school is organised differently, and the range of duties carried out will be different in each school. The below section of this role profile will give examples of the duties and responsibilities that may be carried out.</p> <p>This list is not exhaustive.</p> <p>Manage the administrative and/or finance function within the school</p> <p>Plan, develop, organise and monitor systems and procedures</p> <p>Undertake analysis and interpretation of data and produce detailed reports and complex information</p> <p>Provide operational day to day support and advice to senior staff, the Governing Body and others, including presenting with options</p> <p>Responsible for the completion and submission of forms, returns including those to outside agencies</p> <p>Produce and respond to correspondence for self and others</p> <p>Operate school information management systems</p> <p>Supervise/manage administrative and/or finance staff and organise work in these functions</p> <p>Manage and be responsible for monitoring service contracts, school licences and insurance</p> <p>Assist with marketing and promotion of the school</p> <p>May organise meetings and take notes/minutes, such as Governors meeting, School Leadership Team meetings</p> <p>May manage lettings and use of premises for use by outside organisations and local community</p> <p>May manage the school's financial processes and monitor budget</p>

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		<p>May undertake administration of DBS checks</p> <p>May undertake monitoring of pupil attendance and run reports</p> <p>May organise meetings and take notes/minutes, such as teachers' meetings, teaching assistant meetings</p> <p>May assist with marketing and promotion of the school, such as open days and evening</p>	<p>and agreed budgets</p> <p>May be responsible for effective operation of payroll system</p>	<p>May be responsible for effective operation of payroll system</p> <p>May deal with and resolve complaints relating to administrative and/or financial procedures and processes</p>
<p>Knowledge, training and experience</p>	<p>Working at or towards relevant Business and Administration national occupational standards that underpin qualifications at level 2</p> <p>Basic knowledge of clerical, administrative and finance procedures as appropriate to the job</p> <p>Awareness of data protection, safeguarding and confidentiality issues</p> <p>Able to use office equipment, such as photocopiers, printers, fax, laminators</p> <p>Proficient user of MS Office software and/or in-house software</p> <p>May undertake training as required, such as knowledge of school, school policies and procedures, first aid training</p>	<p>Educated to NVQ level 2 / GCSE Grade A-C or equivalent knowledge and experience</p> <p>Working at or towards relevant Business and Administration national occupational standards that underpin qualifications at level 2 or equivalent knowledge and experience</p> <p>Relevant office experience</p> <p>Knowledge of Data Protection, Safeguarding and confidentiality issues</p> <p>Knowledge and understanding of the school, school policies and procedures, and services to resolve queries and problems</p> <p>Thorough understanding of appropriate specialised systems and administrative and/or financial procedures used by school</p> <p>Able to use office equipment, such as photocopiers, printers, fax, laminators</p> <p>Proficient user of MS Office software and/or in-house software</p> <p>May undertake training as required, such as first aid training</p>	<p>Educated to NVQ level 3 / AS or A2 level or equivalent knowledge and experience</p> <p>Working at or towards relevant Business and Administration national occupational standards that underpin qualifications at level 3 or equivalent knowledge and experience</p> <p>Significant relevant office experience</p> <p>Knowledge of Data Protection, Safeguarding and confidentiality issues</p> <p>Knowledge of internal and external guidelines and statutory requirements</p> <p>Deep knowledge and understanding of the school, school policies and procedures, and services to resolve queries and problems</p> <p>Knowledge and understanding of appropriate specialised systems and administrative and/or financial procedures</p> <p>Supervisory experience</p> <p>Able to use office equipment, such as photocopiers, printers, fax, laminators</p> <p>Proficient user of MS Office software and/or in-house software</p>	<p>Educated to NVQ level 4, HND or foundation degree level and/or equivalent knowledge and experience in specialist area</p> <p>Working at or towards relevant Business and Administration national occupational standards that underpin qualifications at level 4 or equivalent knowledge and experience</p> <p>Significant office experience in a senior administrative role</p> <p>Knowledge and understanding of Data Protection, Safeguarding and confidentiality issues</p> <p>Knowledge and understanding of internal and external guidelines and statutory requirements</p> <p>Deep and broad knowledge and understanding of the school, school policies and procedures, and services to resolve queries and problems</p> <p>Thorough knowledge and understanding of appropriate specialised systems and administrative and/or financial procedures</p> <p>Supervisory experience</p> <p>Able to use office equipment, such as photocopiers, printers, fax, laminators</p> <p>Proficient user of MS Office software and/or in-house software</p>
<p>Planning, organising and controlling skills</p>	<p>Work within school policies and procedures, organise, plan, and deliver work that is usually completed on a daily basis.</p> <p>Provide routine administrative support service for the school for example liaising with pupils, parents/carers, data inputting, opening and sorting mail, including operation of office equipment undertaking word processing and data inputting tasks</p>	<p>Work within the school policies and procedures organise, plan, and deliver work that is usually completed in the short term</p> <p>Provide a range of administrative and organisational and/or secretarial support services for the school for example liaising with pupils, parents/carers, undertaking word processing and data inputting tasks including operation of relevant equipment and ICT packages, such as student databases, staff databases</p>	<p>Work within the school policies and procedures organise, plan, allocate as required and deliver work that is usually completed in the short term</p> <p>Provide a range of administrative and organisational and/or secretarial support services for the school for example liaising with pupils, parents/carers, undertaking word processing and IT based tasks including operation of relevant equipment and ICT packages, such as student databases, staff databases</p>	<p>Work within the school policies and procedures organise, plan, allocate as required and deliver work that is usually completed in the short term</p> <p>Manage the administrative and/or finance function for the school for example providing support, advice and guidance on administrative issues to senior staff, governing body and others, developing and maintaining recording and information systems, operating bespoke school information management</p>

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	Generally complete tasks on a daily basis and priorities are usually determined by others	Use of analytical skills for monitoring and analysis of information and data Plan for and organise the administration of school trips/visits and events Undertake stock checks and ordering of supplies and materials as appropriate	Plan for and organise the administration of school trips/visits and events Contribute to the short term plans of the school May supervise others	systems Plan for and organise school trips/visits and events Contribute to the short term plans of the school Supervision/management of others
Communicating and influencing skills	Deal with face-to-face enquiries and answer telephone queries, take messages and direct calls to other staff as appropriate Build and maintain effective working relationships with colleagues and other agencies as required to ensure the appropriate level of service is provided Establish and maintain effective and constructive relationships with pupils, parents and carers, communicating with them as appropriate to share information, and inform them of school business through daily contacts and written communications May undertake reception duties including dealing with visitors requiring courtesy, tact and diplomacy	Provide a range of information, advice and guidance to colleagues and service users within defined guidelines Build and maintain effective working relationships with colleagues and other agencies as required to ensure the appropriate level of service is provided Establish and maintain effective and constructive relationships with pupils, parents and carers, communicating with them as appropriate to share information, and inform them of school business through daily contacts and written communications May undertake reception duties including dealing with visitors as required using courtesy, tact and diplomacy	Provide advice, guidance and support on a range of non-teaching issues to Head Teacher, teachers, other school employees, Governors, pupils, parents and other members of the community Build and maintain effective working relationships with colleagues and other agencies as required to ensure the appropriate level of service is provided Establish and maintain effective and constructive relationships with pupils, parents and carers, communicating with them as appropriate to share information, and inform them of school business through daily contacts and written communications May undertake reception duties including dealing with visitors as required, using courtesy, tact and diplomacy May supervise others by using diplomacy, sensitivity and empathy	Provide advice, guidance and support on a range of non-teaching issues to Head Teacher, teachers, other school employees, Governors, pupils, parents and other members of the community Build and maintain effective working relationships with colleagues and other agencies as required to ensure the appropriate level of service is provided Establish and maintain effective and constructive relationships with pupils, parents and carers, communicating with them as appropriate to share information, and inform them of school business through daily contacts and written communications May undertake reception duties including dealing with visitors as required, using courtesy, tact and diplomacy Supervise/manage others by using diplomacy, sensitivity and empathy
Initiative and innovation skills	Work within school policies and procedures using initiative to prioritise tasks within a working day Some autonomy to choose most appropriate procedure to complete task Use judgemental skills to identify and resolve day to day problems, such as resolve caller enquiries, meet deadlines, maintain stock levels, process invoices	Work within school policies and procedures using initiative to prioritise tasks and organise own workload Creative skills for developing administrative procedures and contributing to the planning of systems and processes Use judgemental skills to identify and resolve problems, such as visitor/reception enquires, invoice discrepancies, dinner money queries	Work within internal and external guideline, statutory requirements, school policies and procedures using initiative to prioritise tasks and organise own and others workload Creative skills for developing, planning and managing administrative and /or financial procedures and systems Deal with problems independently and seeking advice from Head Teacher/Deputy Head Teacher/School Business Manager/Office Manager as necessary	Work within internal and external guideline, statutory requirements, school policies and procedures using initiative to prioritise tasks and organise own and others workload Innovative skills for developing, planning and managing administrative and /or financial function within the school Deal with problems independently and seeking advice from Head Teacher/Deputy Head Teacher/School Business Manager/Office Manager as necessary
Budget accountability	No direct budget responsibility but may have responsibility for the processing of invoices or recording of financial records May include some cash handling	No direct budget responsibility but may carry out processing of invoices and/or recording of financial records, such as dinner monies, lettings income, school book bag sales, school trip Responsibility for cash handling and banking of dinner and other monies	No direct budget responsibility but may carry out financial transactions, including handling of small amounts of cash, in line with policies and procedures May monitor and manage a limited range of stock within an agreed budget	No direct budget responsibility but may monitor the school budgets and may manage the school's financial processes
Staff accountability	No staff supervision	No staff supervision	May supervise other of admin/finance staff	Supervision/management of admin/finance team

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Physical effort	Normal office requirements including taking delivery and storing of stock and consumables as required	Normal office requirements including taking delivery and storing of stock and consumables as required	Normal office requirements including taking delivery and storing of stock and consumables as required	Normal office requirements including taking delivery and storing of stock and consumables as required
Work environment	<p>The job is based in an office environment within a nursery school, school or other learning establishment which are pleasant work environments</p> <p>Exposure to occasional verbal abuse and/or challenging behaviours from pupils and/or parents/carers who may become upset at the situations they find themselves in.</p>	<p>The job is based in an office environment within a nursery school, school or other learning establishment which are pleasant work environments</p> <p>Exposure to occasional verbal abuse and/or challenging behaviours from pupils and/or parents/carers who may become upset at the situations they find themselves in.</p>	<p>The job is based in an office environment within a nursery school, school or other learning establishment which are pleasant work environments</p> <p>Exposure to occasional verbal abuse and/or challenging behaviours from pupils and/or parents/carers who may become upset at the situations they find themselves in.</p>	<p>The job is based in an office environment within a nursery school, school or other learning establishment which are pleasant work environments</p> <p>Exposure to occasional verbal abuse and/or challenging behaviours from pupils and/or parents/carers who may become upset at the situations they find themselves in.</p>