BLENHEIM SCHOOLS

Job Description

Job Title: School Office Administrator

Responsible to: Bursar

Key internal contacts: Pupils and all school staff.

Key external contacts: Key external relationships, visitors and parents.

ABOUT THE SCHOOL

We are a highly successful independent school in Yorkshire, providing a future-facing curriculum for the next generation of leaders. Our academic results are exceptional, with a focus on student wellbeing and character development at the heart of all we do.
Set in beautiful grounds, we provide children from ages 3-16 a caring, supportive environment in which to learn. Children are inspired from the very beginning of their educational journey in Nursery and Reception, and this continues right through the Pre-Preparatory, Preparatory and Senior School. Huddersfield Grammar School offers academic stretch and an enviable co-curricular programme. We are renowned for our rich vein of kindness and inclusivity. We encourage our students to work hard, aspire to high academic standards and we delight in watching them become fully-rounded members of the school and community.

ABOUT BLENHEIM SCHOOLS

Blenheim Schools is a growing family of innovative, high-quality independent schools committed to enabling outstanding futures for every student. Our ethos centres on truly understanding each child, their talents, character and aspirations by providing a personalised, ambitious education that helps every child to thrive. We deliver a broad, enriching curriculum supported by tailored teaching and exceptional pastoral care. We celebrate individuality, nurture confidence and champion every learner so they can discover their strengths and achieve their potential.

Joining Blenheim Schools means becoming part of a collaborative, forward-thinking community that values creativity, inclusion and professional growth. Our teams are united by a shared belief in the power of education to transform lives and by a commitment to delivering outstanding experiences for students and families.

JOB PURPOSE

To provide a professional, efficient and welcoming administrative service that supports the smooth day-to-day operation of the school. The post holder will act as a key point of contact for pupils, parents, staff and visitors; coordinate accurate and timely communications; maintain school systems, records and calendars; support trips, events, clubs and payment administration; and contribute to pupil welfare through first aid and the administration of medication, in accordance with school policies, training and agreed procedures.

KEY TASK AREAS & RESPONSIBILITIES

- **Parent and school communications:** Prepare, proofread and issue clear, timely communications to parents and carers through the parent portal, email and other approved channels; respond to routine enquiries and escalate sensitive or complex matters appropriately.
- **Internal communications:** Assist with the coordination and distribution of internal school communications, including compiling and issuing the weekly staff bulletin, notices, reminders and operational updates.
- **School calendar:** Maintain the central school calendar, ensuring events, trips, meetings, deadlines, room bookings and key dates are accurate, up to date and communicated to relevant colleagues.
- **School trips and visits:** Assist with trip planning and administration, including parent communications, consent and medical information, passenger lists, transport and venue bookings, payment arrangements, documentation and liaison with staff, families and external providers.
- **ParentPay:** Set up and maintain payment items, offers and bookings on ParentPay for trips, clubs, events, and other school activities; monitor responses and payments, produce reports and follow up outstanding actions as directed.
- **Events and clubs:** Support the planning and coordination of school events, co-curricular clubs, activities, parents' evenings and other functions, including bookings, registers, communications, resources, attendance information and liaison with staff and external providers.
- **Reception and front of house:** Provide a welcoming and professional reception service; answer and direct telephone calls and emails; greet, sign in and assist visitors in line with safeguarding procedures; receive deliveries; and ensure messages are passed on accurately and promptly.
- **General administration:** Undertake correspondence, data entry, filing, scanning, photocopying, mail distribution, document preparation, stock control and ordering, and other routine office duties.
- **Pupil records and information:** Maintain accurate electronic records, including pupil and parent contact details, attendance-related information, permissions and medical information; produce lists and reports as required and handle personal data confidentially in accordance with data protection requirements.
- **First aid and medication:** Assist the School Nurse and provide first aid to pupils, staff and visitors when required and when appropriately trained; administer medication in accordance with parental consent, individual healthcare plans and school procedures; maintain accurate records and liaise with parents, carers and staff as appropriate.
- **Medical and welfare administration:** Help maintain first-aid supplies, pupil medical alerts and medicines records, ensuring information is securely stored, current and available to authorised staff.

- **Compliance and service standards:** Maintain confidentiality and accuracy, follow safeguarding, health and safety, data protection and school policies, contribute to the school's professional image and provide flexible cover and support across the administration team during busy periods or staff absence.
- Undertake any other reasonable duties appropriate to the role and grade, as directed by the Bursar or a member of the Senior Leadership Team.

PERSON SPECIFICATION

Post: School Office Administrator
Reporting to: Bursar

The person specification identifies the qualifications, experience, knowledge, skills and attributes required to perform the role effectively. Essential criteria must be met by the successful candidate; desirable criteria may be used to distinguish between applicants who otherwise meet the essential requirements.

Category	Essential	Desirable	Assessed by
Qualifications and training	GCSE English and Mathematics at grade 4/C or above, or equivalent. Willingness to undertake safeguarding, first-aid and medication-administration training and other role-related development.	Level 3 qualification or equivalent. Relevant business administration, customer service or school-support qualification. Current first-aid certificate and safeguarding training.	Application Certificates Interview
Administrative experience	Experience of working in a busy office or administrative environment. Experience of managing varied tasks, frequent interruptions and competing deadlines. Experience of maintaining accurate records and handling confidential information.	Experience in a school or education setting. Experience of reception, events, clubs, school trips, payments or pupil administration.	Application Interview References
IT and systems	Competent user of Microsoft 365, particularly Outlook, Word and Excel. Confident using databases, online portals, shared	Experience of a school management information system. Experience of ParentPay, a parent	Application Interview Practical task

Category	Essential	Desirable	Assessed by
	calendars and electronic communication systems. Ability to learn new systems quickly and enter, retrieve and report information accurately.	portal or comparable payment and communication platforms.	
Communication and customer service	Excellent written and verbal communication skills, with accurate spelling, grammar and presentation. Confident, professional and courteous when dealing with pupils, parents, staff, visitors and external providers by telephone, email and face to face. Ability to draft, proofread and issue clear communications for different audiences.	Experience of producing parent communications, staff bulletins or similar publications. Experience of handling sensitive or challenging enquiries appropriately.	Application Interview Written task
Organisation and accuracy	Excellent organisation and time management, with the ability to prioritise, plan ahead and meet deadlines with limited supervision. High levels of accuracy and attention to detail when maintaining records, administering payments and preparing information. Ability to remain calm, adaptable and solution-focused in a busy environment.	Experience of coordinating calendars, trips, events, clubs or bookings. Experience of improving administrative processes or systems.	Application Interview Practical task
Knowledge and compliance	Understanding of confidentiality, UK data protection requirements and secure record keeping. Awareness of health and safety responsibilities and the importance of following policies and agreed procedures.	Knowledge of school administration practices, educational visits or pupil medical administration.	Application Interview

Category	Essential	Desirable	Assessed by
	Understanding of professional boundaries and appropriate escalation.		
Safeguarding and pupil welfare	Clear commitment to safeguarding and promoting the welfare and wellbeing of children and young people. Ability to recognise and report concerns promptly in line with school procedures. Willingness to provide first aid and administer medication once appropriately trained and authorised.	Experience of working with children or young people. Experience of first aid, medication administration or supporting pupil welfare.	Application Interview References Pre-employment checks
Teamwork and personal effectiveness	Professional, approachable, discreet and reliable, with sound judgement and integrity. Ability to work independently, use initiative and contribute effectively as part of a team. Flexible and willing to provide cover, respond to changing priorities and support wider school activities. Commitment to equality, inclusion, the ethos and values of the school, and high standards of service.	Evidence of continuing professional development. Previous involvement in the wider life of a school or community organisation.	Application Interview References

SAFEGUARDING RESPONSIBILITIES

- To comply with safeguarding policies, procedures and code of conduct
- To demonstrate a personal commitment to safeguarding and student/colleague wellbeing
- To ensure that any safeguarding concerns or incidents are reported appropriately in line with policy
- To engage in safeguarding training when required

GENERAL

- Exercise vigilance in respect of Health and Safety and promptly report all hazards and/or remedying them where appropriate. Undertake all duties in a manner calculated to minimise or avoid unnecessary risks, personally or to others.
- Report issues and/or incidents relating to staff and Service Users that have arisen in the day promptly to the relevant Line Manager or appropriate person
- Operate at all times in accordance with Company policies and procedures, with particular reference to Safeguarding, Child Protection, Whistleblowing, Complaints and Representations and Behaviour Policies.
- Participate in training and take responsibility for personal development.
- Participate in team meetings, supervisions, and annual reviews in accordance with Company policy and the standards set by the Regulatory Body.
- Work to promote the Centre as a valued, professional asset within its community and conduct themselves at all times in a manner that reinforces this image.
- Ensure that all actions are in the interests of the Service Users and the Company.
- To work to and exhibit the values of the Company and maintain standards of behaviour in accordance with Company policies, procedures and practices.
- To carry out any other reasonable and relevant duties as required

Governance:

- Blenheim Schools is the proprietor of Huddersfield Grammar School. As such, Blenheim Schools has the legal responsibility and accountability for ensuring that the school is compliant, demonstrating the highest standard of pupil safety, quality of education and effectiveness in all areas of school life.
- Blenheim Schools do not have governing bodies. However, they all have strong and established governance arrangements and Heads are line managed by a Chair of Governors.
- Support in leading a school which is entirely compliant and provides a safe learning environment for students and staff ensuring full compliance with legislation, regulations, safeguarding policies, procedures and code of conduct.
- Safeguarding and Health & Safety governance visits are held at each school to evaluate their quality for protection for our children. During these visits, the reviewer will speak with the Head, Designated Safeguarding Lead, Educational Visits Coordinator and other staff, as well as always talking to groups of children.

· To be signed and dated by employee:
· Signed: ……..
· Name (print): ……
· Date: ……..