



Role Profile: School Office Administrator

Location: Clifton Lodge School

Function: Administration

Reporting to: Senior Leadership Team

Role purpose

The primary aim of the role is the smooth running of the school office and reception area. Operating as member of the Administration Team within the school; providing support to the Head, Teachers and Visitors.

Key Objectives

- Ensure the school communicates with parents, potential parents, pupils and visitors in an efficient, courteous, helpful and professional manner.
- Assist with school administration to ensure the smooth running of the school.
- Ensure ill and injured pupils are well cared for and that parents and staff are kept informed in line with school policies.

What you will be doing

Main Duties and Responsibilities

- Answer telephone calls and take messages for staff when appropriate.
- Assist staff in arranging appointments with parents.
- Answer the main entrance phone and control access to the school.
- Ensure visitors sign in according to safeguarding procedures.
- Pass messages received to the appropriate member of staff.
- Carry out administrative tasks using Microsoft Office and other school systems
- Care for sick or injured pupils and inform staff and parents as appropriate.
- Call emergency services if required.
- Administer medication according to school policies and individual health care plans.
- Establish and maintain good relationships with pupils, parents, colleagues and professionals.
- Assist with any reasonable administrative task requested by the Head.





Attendance

- Follow the school Attendance Policy.
- Record and monitor accurate pupil attendance and lateness daily.
- Follow up on unexplained absences via Weduc absence messaging or telephone.
- Ensure all unexplained absences are accounted for.
- Report regular absence patterns to the Attendance Champion.
- Attend follow-up meetings with colleagues and other professionals where required.
- Run Official register report -Monthly
- Liaise with parents/carers and external organisations regarding attendance and punctuality.
- Provide accurate attendance and lateness reports when requested.
- Report welfare or child protection concerns according to school procedures

Blenheim Connect

- Maintain and use Blenheim Connect to communicate with parents via email and text regarding school events and trips.
- Support parents experiencing difficulties receiving messages or using the application.

Online Clubs

- Set up the online Clubs module at the start of each term.
- Upload club information and booking details.
- Support parents with booking clubs.
- Print club registers at the start of each term.
- Contact parents if children are absent from clubs without explanation.

Parents' Evening

- Set up the Parents' Evening system using SchoolCloud.
- Input relevant data to allow parents to book appointments.
- Provide support to parents and staff using the system.

Door and Gate Entry System

- Add new staff members and issue entry fobs.
- Deactivate fobs for staff who have left or lost them.
- Report technical issues with the system.
- Assist staff with any problems relating to fobs.

Medical / Medical Tracker

- Care for pupils who become unwell or injured
- Administer medication as required.
- Inform parents when medication has been administered.
- Notify parents when medication expiry dates approach.





Outcomes First Group

- Administer emergency medication if required.
- Maintain records of pupils with medical conditions using Medical Tracker.
- Maintain pupil care plan folders.
- Create and review care plans.
- Support pupils with personal hygiene needs when necessary.
- Provide chef with pupil dietary needs, including posters for the wall.
- Inform chef and staff of any changes in medical or dietary conditions.

First Aid

- Provide first aid and treat minor injuries.
- Record accident details on Medical Tracker.
- Notify parents for all incidents by email or if more severe, by telephone.
- Ensure first aid boxes are stocked and within expiry dates.
- Maintain a clean and organised medical room.

Deliveries and Post

- Receive deliveries and inform the relevant staff member.
- Keep the front entrance clear and organised.
- Sort incoming post.
- Check the external post box regularly

Supplies

- Maintain stock levels in the stationery cupboard.
- Distribute delivered items to the relevant staff members

School Events

- Assist with the organisation and administration of school events such as trips, and performances.
- Communicate event details to parents via school communication systems.
- Prepare and distribute event letters and consent forms.
- Maintain attendance lists for events and trips.
- Liaise with staff regarding schedules, resources and rooms.
- Ensure visitors attending events sign in according to safeguarding procedures.

Other

- Produce staff and pupil sign in/out sheets.
- Update and print offsite activities registers.





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

Role overview

What you'll bring

Essential Skills

- Organised, computer literate (good knowledge of Microsoft Office).
- Excellent spoken and written English.
- Ability to establish & maintain good professional relationships with all stakeholders i.e. pupils, parents, colleagues. Team-player

Essential Qualifications

- GCSE's including English & Maths, A Levels

Essential Experience

- Reception & secretarial/administration.

Other

- Excellent social & presentation skills.
- Flexible attitude & approach to work, supporting other areas of the school when required.
- Ability to multi-task in busy school environment.
- Self-motivate and reliable.
- Demonstrates integrity

Key Stakeholders you'll be working with

- Internal: Pupils and all school staff.
- Blenheim Schools: Colleagues across Blenheim schools.
- External: Key external relationships and parents.





Governance:

- Blenheim Schools is the proprietor of Clifton Lodge 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:**

