

**ROYAL BOROUGH OF WINDSOR AND MAIDENHEAD**

**JOB ACCOUNTABILITIES**

<b>Job Title:</b> Administration Officer Level 2	<b>Job number / Grade</b> ED.... / Scale 4
<b>Directorate :</b> Education	<b>Unit:</b> Schools

**JOB PURPOSE**

To manage the administrative support service to the school.

**SCOPE OF JOB (Budgetary/resource control, impact)**

Has contact with school visitors, teachers, parents, pupils, Governors, support staff in the Education Directorate etc.  
Operates in a busy, often noisy environment and required to juggle conflicting priorities.  
The school office is often the focus of support activities in the school. All enquiries, visitors, pupils and staff will interact with those in the office. Staff have to perform their duties despite the constant interruptions especially from pupils. Often the first point of contact with distressed/ demanding/aggressive/angry parents on the 'phone or in person. The way they respond can impact significantly on how the parent continues to behave towards the teacher/Head Teacher to whom they are referred.  
Will have access to confidential information, which must be dealt with discretely.  
Supervises x fte school support staff

**POSITION WITHIN UNIT STRUCTURE**

Reports to the Head Teacher/Bursar

## KNOWLEDGE, SKILLS & EXPERIENCE

Administrative qualification eg. NVQ level 3 or equivalent by experience  
ICT literate and able to operate software at an intermediate/advanced level.  
Supervisory skills.  
Sound communication skills.  
Able to take minutes.  
Able to use technology and office equipment to improve the efficiency of the school office.  
Able to relate to pupils and parents in a calm and sympathetic manner.

## JOB ACCOUNTABILITIES

Manage the school office, ensuring that all staff are aware of the priorities and that the systems in place support the school in the achievement of its' objectives.

Establish record keeping systems (manual and computerised) and ensure that they are up to date, accurate and meet the needs of the Head Teacher and staff.

Provide secretarial support to the Head Teacher and Senior Management Team (SMT), including managing appointments, typing highly confidential reports/correspondence.

Type a variety of correspondence ensuring that documents are produced to the required standard and time scales. This will involve using standard templates and creating templates or layouts to suit individual documents.

Using various databases, produce a range of management information for the SMT, the Education Directorate and the DfES to assist the SMT in their decision making and to meet return deadlines.

Ensure that an efficient telephonist/receptionist service is provided during school opening hours.

In conjunction with the Head Teacher recruit all office staff and take responsibility for their development and appraisal in order to develop their skills in line with the needs of the school.

Perform duties in line with Health & Safety rules and to take remedial action where hazards are identified. Where hazards are serious report to line manager immediately.

Post holder's signature \_\_\_\_\_ Name \_\_\_\_\_ Date \_\_\_\_\_

Manager's signature \_\_\_\_\_ Name \_\_\_\_\_ Date \_\_\_\_\_

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