



School Office Admin Assistant

Location: Nascot Wood Infant & Nursery School, Watford

Pay Grade: H3: £26,427 per annum (full-time equivalent), pro rata for 12.5 hours per week, term-time only

Responsible to: School Office Manager and the Headteacher

Purpose of the Role

To provide efficient, professional administrative, attendance and reception support for the school. The School Office Administrative Assistant serves as a key point of contact for pupils, parents, staff, visitors and external agencies, contributing to the smooth day-to-day operation of the school office. The role includes maintaining accurate records through the school's Management Information System (MIS) and working collaboratively with colleagues to ensure an effective and welcoming service for the whole school community.

Main Responsibilities

Reception and Communication

- Act as the first point of contact for parents, visitors, pupils and external agencies, creating a welcoming and professional environment.
- Answer telephone enquiries, respond to messages and direct calls appropriately.
- Greet visitors and ensure all safeguarding and visitor sign-in procedures are followed.
- Respond to administrative emails and online enquiries in a timely and professional manner.
- Draft, prepare and distribute general correspondence, letters and communications.
- Prepare and send parent communications via email, text messaging and other online communication platforms.

Attendance Administration

- Maintain accurate pupil attendance records using the school's Management Information System (Arbor).
- Monitor daily registers, lunch numbers and meal choices.
- Carry out first-day absence follow-up calls and communications with parents/carers.
- Assist the Headteacher and leadership team in monitoring pupil attendance.
- Produce attendance reports and related information as required.
- Liaise with relevant staff and external agencies regarding attendance matters.

Administrative Duties

- Maintain and update pupil school records using Arbor and other school systems.
- Undertake general administrative tasks including filing, photocopying, scanning, data entry and document management.
- Provide administrative support to the Headteacher, School Office Manager and wider staff team.
- Support the organisation of meetings and prepare documentation where required.

School Operations

- Place orders for equipment and supplies in accordance with school procedures.
- Receive, check and distribute deliveries and maintain associated records.
- Ensure office systems and records are maintained accurately and confidentially.
- Support the maintenance of school information on digital platforms and communication systems.
- Assist with stock control and asset management.
- Undertake any other administrative duties appropriate to the grade of the post as reasonably directed by senior leaders.

Pupil Welfare

- Act as a first point of contact for pupils who are unwell and liaise with parents/carers where necessary.
- Support the administration associated with medical information, dietary requirements and allergies.
- Maintain confidentiality when handling sensitive pupil, family and staff information.

Knowledge, Skills and Experience

Essential

- GCSE English and Mathematics (Grade C/4 or above) or equivalent.
- Previous experience working in an administrative or office environment.
- Excellent written and verbal communication skills.
- Strong organisational and time management skills.
- Ability to prioritise workloads and meet deadlines.
- High levels of accuracy and attention to detail.
- Excellent interpersonal skills and the ability to work positively with parents, pupils, staff and visitors.
- Good ICT skills, including Microsoft Office applications.
- Experience of using databases and electronic record systems.
- Ability to maintain confidentiality and handle sensitive information appropriately.
- Flexible, proactive and able to work effectively as part of a team.

Desirable

- Previous experience of working in a school office.
- Experience of using Arbor or another school Management Information System (MIS).
- Experience of school attendance procedures and reporting.
- Knowledge of school safeguarding procedures.
- First Aid qualification.
- Experience of using parent communication systems and online payment platforms.

Safeguarding

Nascot Wood Infant & Nursery School is committed to safeguarding and promoting the welfare of children and young people. The successful applicant will be required to undertake an Enhanced Disclosure and Barring Service (DBS) check and comply with all safeguarding, child protection and safer recruitment procedures.

This Role Requires

- A warm, welcoming and professional manner.
- Excellent customer service skills.
- The ability to remain calm under pressure.
- A positive, solution-focused approach.
- Commitment to the school's values and ethos.
- The ability to adapt to changing priorities in a busy school environment.

This job description is subject to annual review and may be amended following consultation to reflect the changing needs of the school.