Admin Assistant — Grade 3

Eastoft CE Primary | Eastoft

School / location	Eastoft CE Primary, Eastoft
Grade	Grade 3
Hours	35 hours per week
Salary	[to be confirmed]
Contract type	Temporary
Start date	January 4th (or at earliest possible convenience)

Role purpose

The Admin Assistant will provide efficient, welcoming and organised administrative support to Eastoft CE Primary. The postholder will help the school office run smoothly, support effective communication with pupils, families, staff and visitors, and handle information carefully and professionally.

This is a practical, people-focused role for someone who can manage varied administrative tasks, respond positively to changing priorities and contribute to a friendly school environment.

Key responsibilities

- Provide reliable administrative support to the school office and wider school team.
- Welcome visitors, respond to enquiries and help maintain a professional first point of contact for the school.
- Prepare, organise and maintain accurate records, correspondence and routine documentation.
- Support clear and timely communication with families, staff, external contacts and other relevant stakeholders.
- Use school systems and standard office equipment appropriately, following relevant instructions and agreed processes.
- Prioritise workload effectively, meet deadlines and adapt to the changing needs of a busy primary school.
- Work cooperatively with colleagues and contribute to the smooth day-to-day operation of the school.

Day-to-day duties

- [ ] Answer telephone calls, receive messages and deal with routine enquiries courteously.
- [ ] Greet visitors and direct them to the appropriate member of staff or area of the school.
- [ ] Produce, format, distribute and file letters, forms, notices, reports and other routine documents.
- [ ] Update administrative records and enter information accurately into relevant systems.
- [ ] Assist with calendars, appointments, meetings and general office organisation.
- [ ] Sort and distribute incoming and outgoing post and routine communications.
- [ ] Support the preparation of school activities and events through practical administrative tasks.
- [ ] Order, receive or monitor routine office supplies as directed.
- [ ] Provide general administrative assistance to staff, pupils and families within the scope of the role.
- [ ] Undertake other appropriate duties that support the effective running of the school, as directed by the reporting line.

Required knowledge and experience

- Experience of working in an administrative, clerical, office or customer-facing environment.
- Knowledge of routine office procedures, including document handling, filing and information management.
- Experience of using standard office software and digital systems to create, update and retrieve information.
- Understanding of the importance of accuracy, discretion and professional conduct when handling information.
- Experience of working collaboratively and responding to a range of requests in a busy environment.
- An understanding of the importance of providing a welcoming and respectful service to children, families, colleagues and visitors.

Job specification

Essential	Desirable
Qualifications and training	
• Good standard of general education, including literacy and numeracy. • Willingness to undertake training relevant to the role, including safeguarding, confidentiality and information handling.	• Qualification or training in administration, business support, customer service or a related area. • Evidence of relevant continuing professional development.
Experience	
• Experience of working in an administrative, clerical, office or customer-facing role. • Experience of maintaining records, handling routine correspondence and responding to enquiries. • Experience of using standard office software and digital systems.	• Experience of working in a school, education, public sector or other community-focused setting. • Experience of working with children, families or a range of visitors and service users.
Knowledge and understanding	
• Understanding of routine office procedures, including filing, document handling and information management. • Understanding of the importance of confidentiality, data protection and secure handling of personal information. • Awareness of safeguarding responsibilities and the need to report concerns through appropriate procedures.	• Understanding of the administrative needs of a primary school or similar organisation. • Knowledge of common digital record-keeping, communication or office management systems.
Skills and abilities	
• Able to organise and prioritise varied tasks, meet deadlines and respond positively to changing priorities. • Able to communicate clearly and courteously in person, by telephone and in writing. • Able to work accurately, check detail and maintain reliable records.	• Able to use a wider range of digital tools to support administration and communication. • Able to improve routine processes and identify practical ways to support an efficient office service.

• Able to use initiative while recognising when to seek guidance. • Able to work cooperatively as part of a team.	
Personal qualities	
• Approachable, welcoming and respectful in dealings with children, families, colleagues and visitors. • Dependable, calm, flexible and willing to support colleagues. • Discreet and professional when handling sensitive information. • Committed to equality, inclusion, safeguarding and the wellbeing of children.	• An interest in contributing positively to the wider life of a primary school. • Confidence to build positive working relationships with a broad range of people.
Other requirements	
• Willingness to follow relevant policies, procedures and professional standards. • Willingness to complete any required pre-employment checks and safeguarding procedures. • Commitment to maintaining confidentiality and promoting a safe, secure and welcoming environment.	• Willingness to undertake additional relevant training as required. • Flexibility to provide reasonable support for school activities and events within the scope of the role.

Skills and attributes

Organisation	Plans and prioritises tasks, keeps records in order and follows work through to completion.
Communication	Communicates clearly, politely and confidently in person, by telephone and in writing.
Accuracy	Works carefully, checks detail and maintains reliable records.
Teamwork	Builds positive working relationships and supports colleagues constructively.
Initiative	Uses sound judgement, identifies routine priorities and knows when to seek guidance.
Approach	Is approachable, calm, flexible, dependable and committed to supporting a positive school experience.

Safeguarding and confidentiality

The postholder must contribute to a safe, secure and welcoming environment for children and young people. They are expected to remain alert to concerns about welfare, follow the school's safeguarding arrangements and report concerns promptly through the appropriate route.

The postholder must maintain confidentiality at all times and handle personal, pupil, family and staff information securely. Information must only be accessed, used or shared appropriately and in line with relevant requirements and the school's agreed procedures.

The successful applicant will be expected to support the school's commitment to safeguarding and to undertake any required pre-employment checks before starting work. Further details will be provided as part of the recruitment process.

Professional standards

Be dependable, respectful and discreet in every interaction, and represent the school positively.

Child-centred approach

Keep children's wellbeing, dignity and safety at the heart of day-to-day work.

Working relationships

The Admin Assistant will work closely with the headteacher, school office colleague, teaching and support staff, pupils, families, visitors and relevant external contacts. The postholder will build effective relationships through clear communication, courtesy, reliability and appropriate professional boundaries.

The role involves working as part of the wider school team while taking responsibility for completing assigned administrative tasks accurately and on time.