

**London Borough of Havering**  
**Benchmark Job Profile**  
**Children, Adults & Housing Directorate**

**Job title:** Administrative Officer

**Grade:** Grade 3 (for both supervisory & non-supervisory)

**Model No:** 5 & 6

**Reports to:** *enter post title of line manager here*

**Staff managed (if any):** None

**Job purpose and context**

An Administrative Officer is a member of the school support staff, one of a team responsible for making sure that the efficient and effective organisation and administration of school processes, procedures and policies delivers the best possible service to all stakeholders. In a secondary school an Admin Officer may work as part of a department, faculty or curriculum area.

The Administrative Officer is often a first point of contact and is, therefore, expected to demonstrate exemplary customer service to both internal and external customers and be able to resolve problems and complaints in a sensitive manner.

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**Roles and responsibilities**

1. To help, support and supervise (where appropriate) Admin Assistants to do their jobs efficiently and effectively
2. To communicate with people in person, on the telephone and using email to:
  - respond to queries and resolve problems and complaints
  - provide information and services to customer requirements
  - take and record messages (using the school systems)
3. To use computerised management information systems and/or paper based filing systems to enter, record and retrieve data, supply information in response to requests and make returns required by a variety of different sources. (Examples might be, the use of STAR (the staff, teacher, academic database) or the SIMS package used for attendance).
4. To use word processing equipment to prepare, layout, print and dispatch documents including: letters, memos, committee reports and papers
5. To coordinate the receipt, sorting and distribution of incoming messages, post and deliveries and the collection and dispatch of outgoing mail, packages and so forth
6. To contribute to the organisation and arrangement of events – which may include (but not exclusively) training courses, meetings of the governors, school assemblies,

festivals and concerts – through the provision of materials, equipment, invitations, publicity and so forth

7. To be responsible for aspects of the school's resources, monitoring supplies and stock, making orders and reporting breakages and so forth
8. To support financial administration by receiving and recording income and following up debts and payments due
9. To use the school reprographics systems to copy and distribute complex and multiple documents, make sure there is a supply of the materials required to operate the systems and report and record faults
10. To support teachers with administration, organisation and the provision and arrangement of resources
11. To work in accordance with the values, culture, ethos, equalities and inclusion policies of the school proactively promoting anti-racist, anti-sexist and anti-discriminatory behaviours in the day-to-day operation of the job.
12. To take appropriate action to identify, evaluate and minimise any risks to health, safety and security in the immediate working environment.
13. To complete school based induction and any subsequent training required to improve performance, for example, modules leading to the ECDL level 2 certification in ICT or the various SIMS packages used in schools,
14. To take part in the school performance management system.

**Notes:**

1. The authority expects its employees to work flexibly within the framework of the duties and responsibilities specified above. This means that the postholder may be expected to carry out work that is not specified in the job profile but which is within the remit of the duties and responsibilities.
2. Staff in schools work subject to statute and many policies and procedures. The postholder will be expected to become familiar with these and work in accordance with them.
3. This is a new job profile for a new post. It will be subject to review with the postholder after one year and may then be reviewed from time to time

**Signed** .....

**Date** .....

**Signed** .....  
**Headteacher**

**Date** .....

**London Borough of Havering**

**Administrative Officer**

**Benchmark Person Specification**

<b>Skills and abilities</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed by</b>
Ability to organise one's own work, to prioritise tasks and keep to deadlines	✓		Application & interview
Ability to work independently and support the work of the team	✓		Application & interview
Ability to be flexible and respond effectively to the 'unexpected'	✓		Application & interview
Ability to work with a high level of accuracy and precision	✓		Application & interview
Ability to communicate and interact effectively with adults and children and young people	✓		Application & interview
Awareness of sensitive information and the need for confidentiality	✓		Interview
Ability to follow directions given by teachers	✓		Interview
Ability to demonstrate respect for students and be able to listen to their views	✓		Interview
Displays commitment to the protection and safeguarding of children and young people	✓		Application & interview
<b>Knowledge</b>			
An understanding of health, safety and security issues in schools	✓		Interview
Willingness to become conversant with the financial regulations of the school	✓		Interview
Has up-to-date knowledge of relevant legislation and guidance in relation to working with, and the protection of, children and young people	✓		Application & interview
<b>Qualifications and experience</b>			
Basic ICT certification to support word processing skills		✓	Application & interview
NVQ Level II or equivalent qualification in Office Skills		✓	Application
GCSE at level A – C in English and mathematics (or equivalent)	✓		Application
One year's experience, on a voluntary or paid basis, in an office or customer service environment		✓	Application & interview
Willingness and motivation to develop own skills and work towards NVQ Level III in Organisation and Administration	✓		Application & interview

