



## JOB DESCRIPTION

NAME:

POST:

Central Office Administrator

GRADE:

### RELATIONSHIPS

The post holder is accountable to the Executive Assistant to the CEO in all matters relating to this post. All staff are ultimately responsible to the Chief Executive Officer (CEO). The post holder will work closely with the Trust Central Team and support administration across the Academies when necessary.

### PURPOSE

The Central Office Administrator is crucial in ensuring smooth communication and operation within the organisation's central functions and wider stakeholders. You will provide overall administrative support to the Trust Central Office Team. You will act as the first point of contact providing a welcoming and efficient reception service to all visitors, staff, and pupils - creating a positive first impression and promoting the Trust's values and reputation as an outstanding organisation and employer of choice.

## MAIN DUTIES & RESPONSIBILITIES

### ADMINISTRATIVE SUPPORT:

- Man and maintain the reception area, ensuring it is tidy and presentable.
- Maintain a welcoming atmosphere, setting the tone for the central office environment.
- Maintain records and files, ensuring confidentiality and archiving in line with GDPR legislation and best practice.
- Maintain excellent organisational skills to manage varied tasks, prioritising efficiently for multiple stakeholders and deadlines.
- Ensure attention to detail in all administrative processes and documentation.
- Ensure stationery and consumable stocks are maintained at appropriate levels, placing requisitions as required for all departmental orders.
- Ensure all office communal areas are tidy and presentable, with all necessary materials such as brochures/forms, refreshments.
- Provide administration support to all departments of the Trust Central Office Team.
- Support/manage meetings as required; preparing rooms/documentation, distributing invites/minutes in a timely manner.
- Ensure conference room IT software is regularly updated.
- Demonstrate flexibility and proactive support in various administrative tasks, as required.
- Undertake Safeguarding and Safer Recruitment Training to understand the various requirements for employees/visitors and maintain the Trust's Single Central Record (SCR).
- Support Trust Central Office interviews, as required.

### COMMUNICATION AND COORDINATION:

- Greet and assist visitors, ensuring they feel welcome and directing them appropriately.
- Answer and direct phone calls in a polite and friendly manner.
- Manage incoming and outgoing mail and deliveries.
- Manage the Trusts Central Office email inboxes, answer queries and use own initiative and considered judgement to answer queries and make suggestions, in line with Trust policies.
- Coordinate and manage appointments, meetings, and calendars for staff.
- Draft and send out correspondence, such as emails and letters, on behalf of the organisation.
- Deliver excellent communication skills in liaising with staff, students, and stakeholders, both internal and external.
- Address enquiries from the public, providing accurate information about the Trust.

- Handle complaints or issues from visitors or callers and escalate where necessary, liaising effectively with the Governance and Compliance Team.
- Support the Governance and Compliance Team with SAR/FOI requests and data breaches as required.
- Assist in the planning and coordination of events, meetings, or conferences.
- Maintain and update Social Media platforms and other mediums to promote the Trust as an 'Employer of Choice'
- Monitor the verifying of the identity of visitors, ensuring they follow the Trust's security protocols.
- Be aware of and ready to implement emergency procedures as a Fire Marshall and First Aider, undertaking regular training to ensure Health and Safety Compliance.

#### DATA:

- To ensure that the Trust website is up to date and compliant with the relevant policies and procedures, in line with the Trust's Policy Review Timetable.
- Support with monitoring compliance with audit recommendations, following Academy website audits.
- To organise and maintain filing systems both manual and electronic including archiving, maintenance of the archiving files and destruction of records.
- Enter and update any data in the organisation's systems accurately.

#### GENERAL:

- To promote and support AE's culture and encourage staff and pupils to follow this example.
- To promote and safeguard the welfare of children in your care or that you come into contact with in accordance with the Trust Child Protection and Safeguarding Policy.
- To comply with, promote and act in accordance with all Trust and Academy policies.
- To be responsible for complying with data protection legislation and expectations for confidentiality. Any issues or breaches to be reported to the Data Protection Officer (Head of Governance and Compliance) at the earliest opportunity.
- To be responsible for complying with health & safety legislation and guidance. Any issues or breaches to be reported to the Trust Estates Director immediately.
- To maintain consistent working relationship with colleagues, supporting them in line with your role and responsibilities.
- To keep colleagues informed about aspects of your work and schedule which may affect the support you can give them.
- To develop your effectiveness by updating your knowledge and skills, seeking and taking account of constructive feedback on your performance, making effective use of the development opportunities made available to you.

- To identify and agree personal development objectives with your line manager.
- To be courteous to colleagues and provide a welcoming environment to visitors.

**ADDITIONAL INFORMATION:**

Throughout the Trust it is our practice to vary the specific responsibilities in line with the needs of the Trust. This will be carried out in consultation with the post holder.

This is an outline job description only and the post holder will be expected to comply with any reasonable request from a manager to undertake commensurate work of a similar level, or any lesser duties, that are not specified in this Job Description.

From time to time, you may also be required to support wider initiatives and projects, or provide support in times of unexpected staff shortages at academies across the Trust. This is not anticipated to be frequent, if at all, and any mileage costs would be covered.

The aim of the job description is to indicate the general purpose and level of responsibility of the post. Please be aware that duties may vary from time to time without changing their character or general level of responsibility. Duties may be subject to periodic review by the Chief Executive Officer or nominated representative (in consultation with the post holder) to reflect the changing needs of the Trust.

**Signed:** .....      **Date:** .....  
**Post Holder**

One copy to be retained by member of staff and one kept on the employee's file.

Authentic Education is committed to providing a safe, supportive and stimulating environment for all its pupils following Keeping Children Safe in Education Guidelines. This post is exempt from the Rehabilitation of Offenders Act 1974.