



Grange Farm Primary School

Job Description

Coventry LA Directorate:	Children, Learning and Young People
Job Title:	Admin Assistant
Grade / Pay Scale:	Grade 2
Line Manager:	School Business Manager
Last Updated:	September 2026

Grange Farm Primary School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment

Scope and General Purpose:

To provide a professional, welcoming and efficient reception service as the first point of contact for pupils, parents, visitors and external agencies. To support the smooth operation of the school office through the provision of high-quality clerical and administrative support, ensuring that safeguarding, confidentiality and customer service standards are maintained at all times.

Main Duties and Responsibilities:

Working with the School Business Manager and the rest of the school office team, the Admin Assistant will be responsible for the following areas of work:

Reception and Communication

- Act as the first point of contact for all visitors, parents, pupils and external agencies, providing a courteous and professional service.
- Ensure all visitors are signed in and out using the school's visitor management system and comply with safeguarding procedures.
- Answer and direct incoming telephone calls, take accurate messages and respond appropriately to enquiries.
- Monitor shared administrative email accounts and distribute correspondence to the appropriate staff member.
- Receive, record and distribute incoming post, parcels and deliveries.
- Provide hospitality for visitors and meetings when required.
- Maintain a tidy, welcoming and professional reception area at all times.

Administration

- Undertake routine clerical duties including photocopying, scanning, filing, laminating, collating and distributing documents.
- Produce letters, forms, labels and routine correspondence as directed.
- Maintain accurate paper and electronic filing systems.
- Assist with the maintenance of pupil and school records using Bromcom, the school's Management Information System (MIS).
- Support the production and distribution of communications to parents and carers.

- Support the administration of school trips, clubs and other school activities as directed.

Pupil, Parent and Attendance Support

- Assist with pupil signing in and out procedures.
- Support attendance processes, including recording late arrivals and receiving absence messages from parents.
- Contact parents regarding pupil welfare, illness or attendance matters when requested.
- Ensure pupil information is recorded accurately and handled confidentially.

Safeguarding, Health and Safety

- Follow all safeguarding, child protection, health and safety, security and GDPR procedures.
- Ensure visitor identification procedures are followed and appropriate safeguarding information is issued.
- Report safeguarding, welfare or health and safety concerns promptly through school procedures.
- Support the school's emergency arrangements and security procedures.

General

- Develop positive working relationships with pupils, parents, staff, governors and external agencies.
- Participate in training and professional development activities as required.
- Support the school's values, policies and ethos.

Miscellaneous

At the discretion of the Line Manager or Headteacher, the post holder will be required from time to time to carry out other duties not specifically mentioned herein which are in accordance with the general level of the post. In addition, the duties of the post may be varied to meet changing circumstances of the school.

Health and Safety

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars.

Safeguarding

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately.

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Equal Opportunities

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equal Opportunities Policy.

Data Protection

Duties which include processing of any personal data must be undertaken within the school and local authority's data protection guidelines.

Person Specification

Criteria	Essential	Desirable
Qualifications and Training	GCSE English and Maths Grade A-C (or equivalent)	First Aid Training (or willingness to complete it)
Experience	- Carrying out administrative tasks - Dealing with face-to-face and telephone interactions - Working and collaborating within a team	- Working in a busy office or customer-facing environment - Working within a school environment - Working with children and/or young people - Experience of using Bromcom, SIMS or another school MIS system
Knowledge and Skills	- Excellent oral and written communication skills - Ability to respond quickly and effectively to issues that arise - Ability to plan, organise and prioritise to meet deadlines - Ability to use own initiative and act accordingly - Excellent attention to detail - Ability to use IT packages including email, word processing and spreadsheets (such as Microsoft Outlook, Word and Excel) - Ability to build effective working relationships with colleagues - Commitment to safeguarding and promoting the welfare of children.	- Knowledge of safeguarding and child protection procedures - Ability to use relevant office equipment effectively - Understanding of data protection and confidentiality
Behaviours and Personal Qualities	- Commitment to promoting the ethos and values of the school and getting the best outcomes for all pupils - Commitment to acting with integrity, honesty, loyalty and fairness to safeguard the assets, financial probity and reputation of the school - Ability to work under pressure and prioritise effectively - Commitment to maintaining confidentiality at all times - Commitment to safeguarding and equality - Embraces change well - Deals with difficult situations effectively	