



LIONHEART SCHOOL

JOB DESCRIPTION

Job title:	Administration Officer
Pay Range:	Band 4A to 4E
Updated:	August 2025
Accountable to:	School Business Manager
Accountable for:	Reception function and general school administration
Location:	Lionheart School Newport/Cowes Campuses

The description of key duties is a guide to the work that you will initially be required to undertake, as directed by your line manager. They may be changed from time to time to meet changing circumstances and are reviewed in the appraisal process.

KEY RESPONSIBILITIES	
General Administration	• To provide business support the Senior Management team and Headteacher. • Support the teaching and learning staff in accessing administrative systems and processes. • Manage lunch requests. • Sort and distribute mail. • Maintain accurate manual and computerised records. • Assist in the arrangement of school trips • Be actively involved in the school's continuous improvement culture, participating effectively in the relevant quality systems.
Front of House	• Act as receptionist, answering telephones and greeting visitors. • Welcome visitors, ensuring they use the check in system and are briefed on health and safety and safeguarding. • Maintain a welcoming reception area for visitors and students. • Complete student attendance management and support calls. • Complete student registers. • Assist with student first aid/ welfare duties, looking after students who are unwell, liaising with parents etc • Be a site fire marshal and/or first aider.
Finance and resources	• Monitor resources and identify when stocks need to be replenished liaising with senior administration officer
Exam Support	• Support the exams officer on exam days to organise resources.



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Whole School	• Support the school's mission, vision, values and strategic objectives • Do the right things at the right time for the right reason, always acting in the best interests of learners and always behaving ethically • Work within health and safety guidelines and be aware of your responsibilities for health and safety • Adhere to all school policies and procedures, including data protection • Along with all members of school staff, manage the behaviour of learners • Be responsible for safeguarding and promoting the welfare of children, young people and vulnerable adults • Embrace our values of respect, fulfilment, dedication and excellence and demonstrate these in day-to-day behaviours • Support sustainability to reduce our environmental footprint • Be aware of, and responsive to, the changing nature of the school and adopt a flexible and proactive approach to work • Undertake such other duties as may reasonably be required commensurate with grade, at the initial agreed place of work or at other locations in the school catchment area
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PERSON SPECIFICATION

CRITERIA	ESSENTIAL / DESIRABLE	ASSESSED BY: Application (A); Interview (I)
QUALIFICATIONS AND ATTAINMENTS		
GCSE Maths and English Grade C or equivalent	Essential	A
Educated to level 3 qualification standard or able to demonstrate equivalent experience	Essential	A
EXPERIENCE, KNOWLEDGE AND SKILLS		
Experience relevant to the post - Working in an office setting - Working in an education setting - Working in a specialised/complex administration setting - Able to work in a fast-moving environment	Essential Desirable Desirable Desirable	A / I
Excellent IT Skills	Essential	A / I
PERSONAL SKILLS AND ATTITUDES		
Display a positive, enthusiastic and friendly approach	Essential	I
Be organised and manage own time effectively	Essential	A / I
Proven ability to prioritise workloads and achieve deadlines	Essential	A / I
Keen to learn new skills and undertake appropriate Continuing Professional Development (CPD)	Essential	I
Respectful of others, polite in all communications and appreciating their skills, experiences and contributions	Essential	I
A team player	Essential	I
Numerate and accurate, showing appropriate attention to detail	Essential	A / I
Have high standards and be conscientious	Essential	I
Demonstrate excellent communication skills, verbally and in writing	Essential	A / I
Commitment to customer care and quality assurance	Essential	I
Suitable to work with children, young people and vulnerable adults	Essential	I / Employment Checks



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SUMMARY OF MAIN TERMS AND CONDITIONS

WORKING HOURS	37 hours per week, term time only plus development days
CONTRACT TYPE	1 Permanent role
PENSION SCHEME	IWC Pension Scheme
HOLIDAYS	Built into to term time only salary
SAFEGUARDING	Successful applicants require a DBS (Disclosure and Barring Service) Certificate and are dealt with in accordance with the DBS's Code of Practice and the School's Policies on the Recruitment of Ex-Offenders and on The Secure Handling and Use of DBS Certificates. Visit www.gov.uk/government/publications/dbs-code-of-practice The DBS offers a confidential checking service for transgender applicants, giving the choice not to have any gender or name information disclosed on their DBS certificate that could reveal their previous gender identity. Contact the sensitive applications team by telephoning 0300 1061452 or emailing sensitive@dbs.gov.uk