



LIONHEART SCHOOL

JOB DESCRIPTION

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| 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 | |
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| General Administration | <ul style="list-style-type: none">• 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 | <ul style="list-style-type: none">• 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 | <ul style="list-style-type: none">• Monitor resources and identify when stocks need to be replenished liaising with senior administration officer |
| Exam Support | <ul style="list-style-type: none">• Support the exams officer on exam days to organise resources. |



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| Whole School | <ul style="list-style-type: none">• 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) |
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| 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 <ul style="list-style-type: none">Working in an office settingWorking in an education settingWorking in a specialised/complex administration settingAble 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

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| 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 | <p>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.</p> <p>Visit www.gov.uk/government/publications/dbs-code-of-practice</p> <p>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</p> |