



San Andrea School

Roles and Responsibilities - Office Administrator

1. Administrative and Clerical Duties

- Managing the school's front office and reception area.
- Acting as the first point of contact for parents, students, and visitors, answering queries, and managing school correspondence.
- Answering phone calls, emails, and inquiries from parents, students, and staff in a professional and timely manner.
- Handling incoming and outgoing mail and deliveries.
- Drafting, formatting, and distributing school correspondence, letters, and official documents.
- Coordinating appointments and scheduling meetings.
- Maintaining and updating school records, databases, and filing systems (both digital and physical).
- Filing documents, filtering incoming and outgoing communication, and establishing processes for completing daily responsibilities.
- Filling in statistical returns received periodically.
- Managing photocopying tasks within the assigned sector, ensuring all photocopying is completed in a planned and orderly manner and delivered to teachers on time and according to requirements.

2. Communication and Interpersonal Skills

- Utilising effective written communication, including synthesizing information, business writing, and professional etiquette when creating messages, reports, and other important documentation.
- Engaging in clear verbal communication with staff, students, and external stakeholders, ensuring professional and respectful interactions.
- Using active listening skills to accurately understand and respond to queries or concerns.
- Maintaining respectful and empathetic communication with all members of the school community.
- Providing parents with school-related updates, circulars, and newsletters.
- Handling communication with government authorities, educational organizations, and accreditation bodies.

3. Technical and Organizational Skills

- Using Microsoft Office and digital applications for data processing, record-keeping, and communication.
- Conducting online research as needed.
- Managing office supplies, ensuring the availability of necessary materials, and maintaining office equipment.
- Ordering and maintaining office supplies and stationery.
- Ensuring compliance with health and safety regulations within the school.

4. Student and Parent Support

- Maintaining accurate records of student attendance and tracking absences.
- Keeping emergency contact lists up to date.
- Assisting in the planning and organization of parent-teacher meetings.
- Assisting in recruitment by scheduling interviews in relation to job applications.
- Providing support in crisis situations, such as student emergencies or unexpected school closures.

5. Event and Facility Management

- Assisting in the organization of school events, open days, and parent-teacher meetings.
- Coordinating daily transport arrangements and transport logistics for school trips.
- Communicating with suppliers and service providers to ensure smooth operations.

6. Support for School Leadership

- Assisting the school leadership team with various operational tasks.
- Undertaking any additional duties as assigned by the Head of School or School Administrator.

The office administrator plays a crucial role in maintaining the efficiency and effectiveness of school operations. Their ability to multitask, communicate effectively, and manage administrative responsibilities ensures the smooth functioning of the school environment.