

School Office Administrator

Department:	School Office
Hours:	35 hours per week 08.30 – 16.30 with one-hour unpaid break
Working Pattern:	Monday – Friday. All year round.
Salary:	£24,970.40 per annum (based on hourly rate of £13.72)
Contract Type:	Permanent
Reporting to:	Head of Administration
Direct Reports:	N/A
Location:	Euclid Campus, Euclid Crescent, Dundee, DD1 1HU

The Role

Job Purpose:

The School Office Administrator is a flexible, multi skilled role at the heart of the School's administrative service. The School Office operates as a single team in which administrators are trained to undertake the full range of office functions, so that the office provides a consistent, resilient service with reliable cover across every task.

Each post holder is allocated a defined set of responsibilities by the Head of Administration, matched to their skills and experience and to the needs of the office, while developing the skills to cover other areas. This job description therefore sets out the full range of School Office work; any individual will hold a subset of it at any one time.

Key Outputs & Responsibilities:

Flexible Team Working and Allocation of Duties

The specific duties allocated to each post holder are set, reviewed and adjusted by the Head of Administration, according to the post holder's skills and experience, their development, and the needs of the School. Allocations may change over time. All post holders are expected to be trained across the office's functions so that every task has a competent second person and the office is never dependent on a single individual. The areas listed below describe the full scope of School Office work; they are not all carried out by every post holder at the same time.

Scope of School Office Work (areas that may be allocated)

Across the team, the School Office is responsible for the following. The Head of Administration allocates specific areas to individual administrators.

Reception & Communications

- Serve as first point of contact for all visitors, pupils, parents, and contractors; manage sign-in and issue security badges.

- Handle pupil enquiries at reception (signing in/out, lost property, fast-track passes).
- Field and triage all incoming calls and emails, directing to relevant departments and taking messages as required.

Staff Cover Management

- Record and manage daily staff absences in Cover Manager.
- Allocate cover for absent staff, considering timetable constraints and teaching limits.
- Monitor absence and CPD calendars to plan cover in advance and flag potential issues to SLT.

Pupil Registration & Attendance

- Maintain accurate daily attendance records in iSAMS (absences, appointments, lates, music lessons).
- Run unexplained absence reports and send automated text notifications to parents.
- Monitor registration alerts, locate missing pupils, and confirm whereabouts to staff.
- Produce daily, weekly, and monthly attendance reports as required.

Reports & Parents' Evenings

- Provide support with the termly report cycle for Junior and Senior Years; send reminders, chase incomplete reports, and publish reports to parents via Firefly.
- Co-ordinate Parents' Evenings for all year groups, including set-up, managing bookings, accommodating set-sharing, and supporting parents with Firefly access.

School Trip Administration

- Administer school trips: create custom groups in iSAMS, produce emergency contact lists for trip leaders and prepare parent communications.

Leadership and Meeting Support

- Provide PA and administrative support to school leadership as allocated (for example the Senior Years Leadership Team), including diary management, correspondence, meeting preparation and minutes.
- Support the Senior Assembly Programme (owned by the Deputy Rector, Senior Years) and schedule duty rotas.
- Provide administrative support to Deputy Rector (Senior Years) in the maintenance of Child Protection training and safeguarding registers, staff GTCS sign-off and annual review processes and collation of departmental improvement plans.

Examinations Support

- Support the Head of Administration (Examinations Officer) with SQA administration and the internal examination diet, acting as a trained second person for core examinations tasks.

Annual Events & Projects

- Assist with the co-ordination of the Prize-Giving process
- Liaise with NHS Tayside to schedule and manage the annual vaccination programme (Flu, DTP, HPV), including collation of consent forms and pupil scheduling.
- Assist with co-ordination of school photograph days (October, February, April): upload pupil data, create schedules, and oversee sessions.
- Merge subject preference choices for sending to parents and manage Dundee & Angus College applications via the online portal.
- Creation of online voting forms for Senior Prefect Voting, including adding application forms to Firefly, schedule Form 6 mock interviews and Form 4 careers appointments.
- Assist with UCAS predicted grade spreadsheets and related Firefly form setup.
- Collation of information for annual book, stationery and uniform lists

General Administration

- Manage meeting room and hall bookings; maintain the school calendar and approve bookings made by staff.
- Manage and authorise catering request bookings liaising with Facilities, Cleaning and Catering Teams where necessary.
- Book CPD courses and travel for staff following authorisation workflow; process related invoices.
- Manage the daily bulletin and proofread and distribute the weekly Executive Rector's Newsletter.
- Administer lost property.
- Maintain the fire book and emergency lists at the start of each session.
- Liaise with Dundee City Council regarding Education Maintenance Allowances (EMAs), submitting weekly attendance reports.
- Support the Learning Skills team with pupil profiles, assessment arrangement documentation, and F2/F4 potential reports.

Person Specification

Qualities

- Professional, approachable and customer-focused.
- Highly organised, flexible and adaptable.
- Excellent attention to detail and commitment to accuracy.
- Able to work effectively both independently and as part of a team.
- Calm under pressure, able to manage competing priorities.
- Maintains confidentiality and handles sensitive information appropriately.

Experience

- Experience working in an administrative, office or customer-facing role.
- Experience of managing multiple tasks and meeting deadlines.
- Experience of maintaining records and using databases or administrative systems.
- Experience working within an educational environment and supporting senior leaders is desirable.
- Knowledge of school management systems and educational administration processes is desirable.

Skills

- Excellent verbal and written communication skills.
- Strong organisational and time-management skills.
- Competent user of Microsoft Office applications, including Word, Excel and Outlook.
- Ability to produce accurate correspondence, reports and meeting documentation.
- Ability to learn and use new systems and processes quickly.

Knowledge

- Understanding of general office administration and customer service principles.
- Understanding of confidentiality, data protection and safeguarding responsibilities.

The School requires all newly appointed staff to undertake a check with the Scottish Criminal Records Office in line with the Protection of Vulnerable Groups ('PVG') Scheme. Offers of employment are conditional upon satisfactory registration with the PVG Scheme.

Please note we are unable to provide sponsorship for a work visa so candidates should ensure they already have or are able to obtain the right to work in the UK before applying.

The job description is written as an indication of the nature and scope of duties and responsibilities. It is not intended as a fully descriptive or definitive list and jobholders will be expected to carry out other duties assigned which are appropriate to the role.

How your information will be used

To progress your application, for administrative purposes, High school of Dundee will record, keep and hold the personal data which you have provided in this application stored in our HR files. Your data will not be transferred to any third parties outside of High School of Dundee. If you are successful High School of Dundee will retain this data as part of your employee record which will be stored based on our [Staff Privacy Notice](#). In the event your applications is unsuccessful, we will hold the application and the data contained for three months in case of a future vacancy which we may invite you to apply for, following which we will delete it.

If you have any questions about High School of Dundee's use of data please contact us.