



Phoenix Bay School

Job Title:

Administrative Assistant

Hours:

Permanent — 08:30 – 16:00 Monday, Tuesday, Wednesday, Thursday and Friday

Salary:

£22,000 per annum

Responsible to:

Business Manager / Principal

Main Purpose

To provide high-quality administrative, organisational and operational support across Phoenix Bay. The role focuses on coordination, accuracy and communication — ensuring the smooth running of systems, compliance processes and internal administration.

This is not a front-of-house role; the post holder will work directly with the Principal and Business Manager on dedicated project and administrative days to support the continuing development of Phoenix Bay as a thriving, trauma-informed SEND school.

Key Duties and Responsibilities

Administrative Operations

- Manage digital and paper-based records with precision and confidentiality.
- Maintain school systems for planning, finance, HR, training and compliance.
- Draft correspondence, reports and policy documents to a professional standard.
- Coordinate diary schedules, meetings and deadlines for senior leaders.
- Support internal communications and document control (letters, forms, guidance).
- Order and monitor school supplies (e.g. stationery, paper, cleaning and toiletry stock) to ensure availability and best value.
- Update templates, trackers and compliance logs as directed.
- Provide accurate data entry and maintain filing systems in line with GDPR and record-retention policies.
- Support curriculum ordering, training bookings and supplier coordination through approved purchasing procedures.
- Assist with the preparation of key documentation for inspections, audits and governing reports.

Collaboration and Direct Work

- Work directly with the Principal and Business Manager (Jac) on dedicated days to deliver administrative projects, audits, and improvement plans.
- Contribute to the development of efficient systems that uphold Phoenix Bay's ethos and standards.
- Take initiative in identifying workflow improvements and present practical solutions.
- Maintain a proactive, confidential and professional working relationship with all members of the leadership team.

Compliance and Documentation

- Support data returns and statutory documentation for local authorities and regulatory bodies.
- Assist with the production, editing and review of school policies and handbooks.
- Manage digital filing structures and ensure all documents meet safeguarding and GDPR expectations.
- Support audit readiness across HR, health & safety, and training records.

Professional Development

- Engage in ongoing CPD relevant to administration, data management and SEND education.
- Participate in supervision and professional reflection to continually refine practice.
- Contribute ideas to enhance organisational efficiency and culture.

Qualifications & Experience

- Essential
- Good literacy, numeracy and IT skills (Microsoft Office, Google Suite, and file-management systems).
- Proven experience in administrative work or office coordination.
- Strong written communication and attention to detail.
- Experience handling confidential information responsibly.
- Ability to prioritise workload and meet deadlines independently.
- Desirable
- Experience working in education, SEND or safeguarding-related environments.
- Knowledge of data protection, compliance and record-keeping frameworks.
- Understanding of trauma-informed or relational practice.

Personal Qualities

- Highly organised, dependable and self-motivated.
- Calm under pressure with a reflective, problem-solving mindset.
- Positive, discreet and professional in all communications.
- Flexible and adaptable to evolving priorities.
- Passionate about the Phoenix Bay vision — More than just a school.

Safeguarding and Child Protection

All staff share responsibility for safeguarding and promoting the welfare of children. Enhanced DBS clearance is required for this post.