

Treloar Trust

Job Description

Post: **Administration Assistant**

Responsible to: **Residential Manager**

Main Purpose:

To be responsible for the day-to-day administration within the allocated Residential house, but also to engage collaboratively with other Administrators and colleagues across the organisation to ensure consistency in working practices.

Key Responsibilities

1. Assist with the maintenance of management information systems, including data entry and the production of reports as directed by the Residential Manager.
2. Maintain accurate records and administration systems, both electronic and paper.
3. Support the administration of employee records, including payroll information (such as overtime and absence records), training documentation and practice checks, organisation charts, shift rotas and contact lists, liaising with HR and Finance as required.
4. Create, update and improve documentation, forms and information resources as required.
5. Maintain home-to-duty records and associated administration.
6. Maintain financial records, process recharges, monitor budget information, administer house funds and undertake regular cash audits.
7. Assist with the ordering of residential supplies, tracking purchases and maintaining associated records.
8. Prepare reports, records and supporting evidence for regulatory inspections, including Ofsted and CQC.
9. Maintain and monitor DoLS records and liaise with local authorities where required.
10. Maintain staff photo boards, house noticeboards and other departmental information displays.
11. Maintain and control the fire safety folder, ensuring all information remains accurate and up to date.
12. Update house information, documentation and records in preparation for the start of each academic year.
13. Provide administrative support including answering telephones, taking and distributing messages, typing correspondence, reports and minutes, and supporting managers with investigation note-taking.
14. Undertake general office duties, including photocopying, laminating, post distribution and room bookings.

15. Work collaboratively with other Administrators and colleagues across the organisation to ensure consistency in working practices, sharing of best practice and contribute to continuous improvement.
16. To provide ad-hoc short term cover for other administration assistants if required and within scope of capabilities.
17. Build positive professional relationships with students and engage with them appropriately as part of the role.

Other duties

1. To support the Trust in safeguarding and protecting the welfare of all students.
2. To comply with policies and procedures relating to safeguarding, health and safety, equality and diversity, confidentiality and data protection, reporting concerns to an appropriate person.
3. To main and develop own professional knowledge and awareness.
4. To undertake any other such duties or general tasks and hours of work as may reasonably be required and any other responsibilities, which may from time to time, be delegated by your manager.
5. A job description is not a rigid or inflexible document but acts to provide guidelines to the duties expected while in the post.
6. This job description will be reviewed and amended in the light of changing professional demands.

Treloar Trust
July 2026

PERSON SPECIFICATION – Administration Assistant

MINIMUM CRITERIA	DESIRABLE CRITERIA
Qualifications • Good standard of education, including English and Maths at GCSE grade C/4 or above (or equivalent).	• Business administration qualification or equivalent.
Knowledge and Experience • Experience of working in an administrative or office environment. • Experience of Microsoft Office (preferably 0365), particularly Word, Excel, and Outlook. • Experience of maintaining accurate electronic records and databases. • Experience of prioritising and managing a varied workload. • Experience of using databases to maintain accurate records, and report on information. • Experience of handling confidential or sensitive information appropriately.	• Experience of a care or school environment. • Experience of SharePoint and OneDrive desirable. • Previous experience of iTrent or similar HR/payroll systems. • Customer Service training or experience.
Skills and Abilities • Excellent organisational and time management skills. • Good IT skills with the ability to learn new systems quickly. • Competent keyboard skills. • Good communication skills, both written and verbal. • High level of accuracy and attention to detail. • Ability to maintain accurate records and produce information or reports when required. • Ability to prioritise tasks and meet deadlines. • Ability to build positive working relationships with colleagues and stakeholders. • Committed to providing an efficient and professional administrative service. • Ability to work independently and use initiative whilst recognising when support is needed.	• Experience compiling reports or analysing information from databases. • Experience of a customer service environment. • Basic experience of (or an interest in) using AI.
Personal Qualities • Reliable, professional and trustworthy. • Calm and organized when under pressure. • Proactive, shows initiative and willing to take ownership of tasks. • Flexible and adaptable in response to changing demands. • Methodical and systematic approach to work, ensuring processes are followed through to	• Interested in improving administrative processes. • Interested in learning new IT systems and ways of working.

completion. • Positive team player who works collaboratively with colleagues. • Demonstrates respect for confidentiality at all times. • Committed to continuous development and willing to undertake training as required. • A commitment to promoting and safeguarding the welfare of students.	
Physical Requirements • Must be able to cope with the physical demands of the job, including moving between locations, lifting and carrying office materials, and working with display screen equipment.	
Treloar Trust is committed to safeguarding children, young people and vulnerable adults. All successful candidates will be subject to a DBS Check along with other relevant employment checks	

Both the job description and the person specification are subject to the Trust's equal opportunities policy.