



# RECRUITMENT PACK

Administrative Officer -  
Pastoral/Pupil Services

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## WELCOME FROM CLAIRE HUNT, HEADTEACHER

Dear Applicant,

Thank you for your interest in joining St Augustine's RC High School I hope you find the information in this recruitment pack both informative and inspiring.

St. Augustine's is a thriving Catholic school with a reputation for the very highest standards, outstanding pupils and exceptional staff.

Gospel values and the teachings of the Catholic Church underpin all aspects of school life and we place Christ at the centre of all that we do. St Augustine's continues to retain the traditional values from which we have gained a strong reputation, a distinctive Catholic ethos, a broad and balanced curriculum, high expectations and outstanding pastoral care. We are aspirational for all and to strive to meet the needs of every child to ensure they fulfil their God given potential both in and outside of the classroom.

An inspection undertaken by Salford Diocese judged the school to be outstanding in all areas commenting that "the Catholic leadership and vision of the school creates a learning community that inspires all to strive for excellence. The exceptional quality of pastoral care, particularly for those in greatest need, is inspirational." (Salford Diocese 2019). We strive to put our mission statement into practice every day and act humbly, love tenderly and recognise God in our lives.

Our school is a place where all pupils are safe, happy, and successful. Our last Ofsted inspection judged the school to be good in all areas, commenting that "there is a strong sense of community at St Augustine's. Pupils, including pupils with SEND, are successful in their education and are well prepared for their next steps." (Ofsted 2023).

We have recently celebrated our diamond anniversary and, since its foundation in 1963, Saint Augustine's continues to go from strength to strength, providing a good Catholic education for the community and parishes that we serve.

If you are the successful candidate, you will be a welcome addition to our school. You will be part of a strong, stable and supportive community held in affection and high regard by the local community. Our school website, [www.sarchs.com](http://www.sarchs.com) has a wealth of information about life at St Augustine's so do please take a look at it if you would like to learn more about our school.

We look forward to receiving your application.

Claire Hunt

Headteacher

*"We act justly, love tenderly and recognise God in our lives"*

# JOB ADVERT

## ADMINISTRATIVE OFFICER (PASTORAL/PUPIL SERVICES)

PERMANENT/ FULL TIME, 37 HOURS, TERM TIME ONLY PLUS 1 WEEK

GRADE 5, SCP PT 6-11

£25,989 - £28,142 FTE (£22,553 - £24,421 PRO-RATA)

RESPONSIBLE TO: OFFICE MANAGER

MAIN LOCATION: ST AUGUSTINE'S RC HIGH SCHOOL

REQUIRED TO COMMENCE ASAP

St Augustine's RC High School, Elker Lane, Billington, Clitheroe, Lancashire, BB7 9JA

The Board of Directors of the Romero Catholic Academy Trust, alongside The Governors of St Augustine's RC High School, are seeking to recruit an Administrative Officer (Pastoral/Pupil Services)

If you feel you have the right skills and attributes we are looking for, then we will be delighted to hear from you. If you require any further information please contact the school office on **01254 823362** or [info@sarchs.romerocat.com](mailto:info@sarchs.romerocat.com).

**Full details and recruitment monitoring forms are available from the Romero Catholic Academy Trust website: [www.romerocat.com](http://www.romerocat.com) or the school website [www.sarchs.com](http://www.sarchs.com)**

*We are committed to safeguarding and promoting the welfare of young people and expect all staff to share this commitment. The successful applicant will be subject to an Enhanced DBS check.*

<b>Closing Date</b>	12.00pm, Friday, 27 <sup>th</sup> February 2026
<b>Shortlisting Date</b>	W/C 2 <sup>nd</sup> March 2026
<b>Interview Date</b>	W/C 9 <sup>th</sup> March 2026

## ADMINISTRATIVE OFFICER (PASTORAL/PUPIL SERVICES)

### JOB DESCRIPTION

#### JOB PURPOSE

The pupil services administrative officer is responsible for supporting the administrative and organisational processes within the school. They will also act as the initial point of contact for pupils, parents and other stakeholders, so will be the ambassador for the school and embody the value, vision and ethos of the school in all interactions.

#### MAIN DUTIES AND RESPONSIBILITIES

Your duties and responsibilities will include:

##### GENERAL ADMINISTRATION

- Update manual and computerised record/information systems
- Update Pupil data such as change of address, contacts, contact numbers and medical forms and details when required.
- Assist with managing the school's shared email inboxes, ensuring the school meets its expected response times and that emails are forwarded to the relevant staff member as necessary.
- Report any issues with the school's IT systems.
- Provide administrative support to staff as needed.
- Provide administrative support with school events such as parents' evenings, school photographs etc. including helping with the organisation of rooms and equipment.
- Keep records in accordance with the school's record retention schedule and data protection law, ensuring information security and confidentiality at all times.
- Provide administrative support for pastoral staff by helping log information in a timely manner and produce reports as and when required for external agencies, Alternative Provision, CLA, MM forms.
- Provide administrative support to maintain Behaviour and Rewards reports ensuring they are updated and sent to relevant pastoral staff.
- Maintain the extra-curricular registers and Year 11 revision timetables are up to date.
- Provide administrative support and set up for Rewards and Rewards assemblies and liaising with Deputy Head Pastoral.
- Maintain, update, record and return confiscated items in line with schools policies.
- Dealing with minor injuries of pupils, sick children and recording of accidents of pupils, staff, and visitors.
- Administration of After-school detention system.
- Maintain, update and administer of medication in school in line with school policies.
- Provide an overall service for pupils such as maintaining lost property, timetables, pupil lockers, pupil messages, uniform and equipment cards.
- Provide Careers admin support such as LCC Destinations, LCC data returns and Careers interviews.
- Provide admin support for Careers for Pupils such as Work Experience and Mock Interviews in line with school policies.
- Liaise with Post-16 providers for school visits.
- Provide support and assistance as and when required within the School Office

##### ATTENDANCE ADMINISTRATION

- Monitor the late arrival of pupils and contact parents/carers in liaison with Attendance Officer and SLT to identify reasons for non-attendance, ensuring all safeguarding procedures are followed.

- Provide admin support as and when required for Pupil services and Attendance Officer to maintain accurate attendance data in line with schools safeguarding procedures.

#### **PUPIL AND PARENT COMMUNICATION**

- To support the promotion of positive relationships with pupils while offering general welfare support.
- Deal with telephone and face-to-face enquiries efficiently and in a professional and supportive manner.
- Seek support from other colleagues where necessary to respond to complex enquiries.

#### **SAFEGUARDING**

- Control access to the school in line with the school's safeguarding procedures, including signing in visitors, checking identification as necessary, issuing passes and notifying them of safeguarding and safety procedures.
- Be alert to unknown individuals on the school premises and report any concerns in line with the school's procedures.
- Administer the school's filtering and monitoring system for online safety and escalate any safeguarding concerns following the correct safeguarding procedures.

#### **WRITTEN COMMUNICATION**

- Write and send email responses that are professional and uphold the school's vision and values.
- Update and distribute online and offline communications (e.g. letters, newsletters, social media posts, etc.) to parents, staff and other stakeholders.
- Assist with marketing and promoting the school.

#### **OTHER GENERAL AREAS OF RESPONSIBILITY**

- Read and follow the relevant school policies and procedures.
- Undertake relevant training to develop in the role.
- Ensure all duties and responsibilities are undertaken in line with the school's health and safety policy.
- Contribute to the safety of children and young people and protect them from harm.
- To be aware of the confidential nature of issues.
- The duties may be varied by the Headteacher/Romero Catholic Academy Trust to meet changed circumstances in the manner compatible with the post held.
- The postholder will be a first point of contact for pupils and parents of the school and must therefore be friendly and approachable, have effective communication skills, be able to multi task, work under pressure and have the ability to complete tasks in a timely manner.

Additional: To support and demonstrate a commitment to the distinctive Catholic mission and ethos of the school.

Note: In addition, other duties at the same responsibility level may be interchanged with/added to this list at any time.

## ADMINISTRATIVE OFFICER (PASTORAL/PUPIL SERVICES)

### PERSON SPECIFICATION

<b>Qualifications</b>	<b>Essential (E) Desirable (D)</b>	<b>Evidenced by: Application (A) Certificate (C) Interview (I) Test (T) Reference (R)</b>
<b>Qualifications and Training</b>		
First aid training (or willingness to complete it)	D	A / I
GCSE English and Maths (or equivalent)	E	A / C / I
<b>Knowledge and Experience</b>		
Ability to use IT packages including word processing, spreadsheets and presentation software	E	A / I / T
Ability to use relevant office equipment effectively	E	A / I / T
Understanding of data protection and confidentiality	E	A / I / T
Carrying out administrative tasks	E	A / I / T
Working with children or young people	D	A / I
Working and collaborating within a team	E	A / I
Dealing with face-to-face and telephone interactions	E	A / I
<b>Skills and Abilities</b>		
Good oral and written communications skills	E	A / I / T
Ability to respond quickly and effectively to issues that arise	E	A / I / T
Ability to plan, organise and prioritise to meet deadlines	E	A / I / T
Excellent attention to detail	D	A / I / T
Ability to use own initiative and take action accordingly	E	A / I / T
<b>Personal Qualities</b>		
Commitment to promoting the ethos and values of the school and getting the best outcomes for all pupils	E / D	A / I
Commitment to acting with integrity, honesty, loyalty and fairness to safeguard the assets, financial probity and reputation of the school	E / D	A / I / R
Ability to work under pressure and prioritise effectively	E	A / I / T
Commitment to maintaining confidentiality at all times	E	A / I / T / R
Embraces change well	E	A / I / T / R
Commitment to the Trust's ethos and values	E	A / I

Deals with difficult situations effectively	E	A / I
<b>Other</b>		
Commitment to safeguarding and protecting the welfare of children and young people	E	A / I
Understanding of data protection and confidentiality	E	A / I
Commitment to equality and diversity	E	A
Commitment to health and safety	E	A
<b>Note: We will always consider your references before confirming a job offer in writing</b>		
Prepared by:	Office Manager	Date: January 2026

## EQUAL OPPORTUNITIES

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

## HEALTH AND SAFETY

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

## SAFEGUARDING COMMITMENT

The Trust is committed to safeguarding and protecting the welfare of children and young people and expects all staff and volunteers to share this commitment. Any offer of employment will be subject to receipt of a satisfactory DBS Enhanced Disclosure. An enhanced DBS check and pre-occupational health check are an essential part of the selection and recruitment process.

## ATTENDANCE

Good attendance enhances the service delivered by the Trust, minimises staffing difficulties and ensures best value to the schools. It is essential that applicants for positions in the Trust can evidence a previous satisfactory attendance record/commitment to sustaining regular attendance at work.

## ADMINISTRATIVE OFFICER (PASTORAL/PUPIL SERVICES)

### HOW TO APPLY

If you would like to find out more about the position, please contact Mrs Claire Marsden on 01254 823362 or [marsdenc@sarchs.romerocat.com](mailto:marsdenc@sarchs.romerocat.com)

Full details and application forms are available from our website: [www.sarchs.com](http://www.sarchs.com).

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Completed application forms and associated documentation should be returned to the Headteacher, Mrs Claire Hunt via e-mail at: [head@sarchs.romerocat.com](mailto:head@sarchs.romerocat.com)