

JOB DESCRIPTION
Temporary Office Assistant -
October 2026
(CENMAC Administration)

Responsible to Administrative leads within CENMAC

Purpose of Job - for a temporary period, time scale to be confirmed on appointment

- To work as a member of the Charlton Park Academy and CENMAC administration Team. To provide high-quality administrative support for CENMAC administration lead.
- To provide administrative and clerical support to the advisory team and to work effectively with the required administrative staff, to support the smooth operation of the CENMAC outreach service.
- To provide administrative support for events if applicable.
- To provide administrative support to keeping records fully updated and maintained.
- To support the upgrading and developments of the above services by directed administrative tasks.

Skills and Attributes

- To have good problem-solving skills, be highly motivated and have a positive can-do attitude.
- To have good time management skills, juggle multiple tasks and be able to confidently carry out tasks independently once shown.
- The ability to work accurately whilst ensuring attention to detail.
- To be open to repetitive tasks.
- To have good communication and people skills and keep the administrative team up to date with progress. Enjoy working as part of a team.
- To have good communication skills and use online systems to keep the team updated.
- To be positive, creative and innovative in your approach.
- To have experience of using computers on a business network running Microsoft packages (Outlook, Word, Excel and PowerPoint) and experience of databases.

Key Responsibilities

Administration:

- Ensure information on central SharePoint and other data sites are kept up to date.
- Provide administrative and organisational support to Advisory team. Preparing resources, scanning documents for central files and telephone support to team.
- Undertake typing and word-processing and IT based tasks to support the effective running of the service.
- Maintain manual and computerised record/information systems including tasks involved with the new referral process and following up on waiting lists to ensure we maximise the potential services.
- To answer phone calls and communications via Microsoft Teams.
- To provide the administrative support for CENMAC events and training days. This may include catering, printing and resourcing, purchasing, registrations and emailing contacts.
- To be aware of and support difference and ensure equal opportunities for all.
- Contribute to the overall ethos/work/aims of the Academy.
- Meet deadlines as agreed within team.

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- Carry out any other work as appropriate to the level and general nature of the duties of the post.
- To support the implementation of new data systems and the archiving of material.
- To support the daily couriers/posting requirements of the outreach service, communicating with those required.
- Recognise own strengths and areas of expertise and use these to advise and support others.
- To communicate with team as needed via Microsoft Teams, phone and email.

Data Protection

- To be aware of the Academy's responsibilities under the Data Protection Act 1984 for the security, accuracy and relevance of personal data held on such systems.
- To maintain student records and archive systems in accordance with departmental procedure, policy and statutory requirements of Charlton Park Academy, the local authorities, schools and clients.

Confidentiality

- You are expected to treat all information acquired through your employment, both formally and informally, in strict confidence. There are strict rules and protocols defining employees' access to and use of the Academy's databases. Any breach of these rules and protocols will be regarded as subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Equalities

- The Academy has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and to promote its policies in their own work, to undertake any appropriate training and to challenge racism, prejudice and discrimination.

Health & Safety:

- Every employee is responsible for their own Health and Safety, as well as that of colleagues, service users and the public. Employees should cooperate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to appropriate departments.

Commitment to Diversity

As a member of the administration team to take individual and collective professional responsibility for championing the Academy's diversity agenda and proactively implementing initiatives which secure equality of access and outcomes.

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Person Specification

Criteria			
Skills and Abilities			
Good interpersonal skills	E		
Ability to work as part of a team	E		
Relate to a wide variety of people of all ages	E		
Excellent verbal and written communication skills	E		
Ability to priorities and organise own workload.	E		
Experience			
Working as receptionist or in front facing role	D		
Working in an administrative role	D		
Working as part of a team	E		
Data entry and Microsoft Office applications	D		
Qualifications			
Educated to GCSE standard or equivalent	E		
Knowledge and Understanding			
Data protection and responsibilities (confidentiality)	E		
Awareness safeguarding	E		
Commitment to equal opportunities	E		
Personal Qualities			
Friendly and excellent communication skills	E		
Well organised and self-motivated	E		
Flexible and accommodating	E		
Conscientious and reliable	E		
Positive can-do attitude	E		

E = Essential

D = Desirable