

Our Lady Queen of Peace

Catholic High School



Application Pack

Administrative & Operational Assistant

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Administrative & Operational
Assistant

Letter to Applicants

Dear Applicant

Thank you for expressing an interest in our post of Administrative & Operational Assistant at Our Lady Queen of Peace Catholic High School. Our Lady Queen of Peace is a fully inclusive Catholic school in Skelmersdale. We warmly welcome students of all abilities and backgrounds.

Our Lady Queen of Peace Catholic High School is a very special Catholic community, in the heart of Skelmersdale, where everyone works hard to ensure that our young people receive an education in an environment where they are cared for, and where they can fully develop and thrive.

Our Mission Statement 'In Christ We Grow' recognises that gospel values are at the centre of every aspect of school life. Our expectations are high for every young person, and we expect everyone in our community to strive for excellence through caring, sharing and achieving their very best.

Our Lady Queen of Peace is looking for an Administrative Assistant who:

- Embraces the Catholic Mission and Ethos of the school
- Is passionate about working with young people
- Will support the education, personal and social development of pupils
- Will work collaboratively with class teachers
- Is a good communicator
- Is ambitious and highly aspirational for students
- Wants to forge strong relationships with students of all abilities and backgrounds
- Will inspire students to work hard and achieve their best despite any personal difficulties they may be experiencing
- Cares deeply for the vulnerable and disadvantaged
- Has high standards and expectations
- Wants to make a huge difference to the lives of our young people

The school is on a journey of rapid improvement and has an exciting future. It will provide the training and support needed and the opportunity for you to develop your skills successfully as an Administrative Assistant. You will be a valued member of the staff team and we look forward to receiving your application.

If you wish to visit the school in advance, please contact the HR Manager Mrs N. Barber via email: n.barber@olqp.lancs.sch.uk. You will be made very welcome.

The closing date for the return of completed application forms is **9.00am on Monday 20th October 2025**. Only shortlisted applicants will be contacted. **Please note, interviews will take place on Friday 24th October 2025**. The post is subject to relevant safeguarding checks which include a satisfactory enhanced DBS clearance.

Kind regards

Mrs. M Henshaw
Headteacher

Our Lady Queen of Peace

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Administrative & Operational
Assistant

Job Description

Mission Statement

In Christ We Grow

As a learning community we live out our Mission Statement striving for excellence through caring, sharing and achieving.

Salary	Grade 4, point 4-6, £25,185 - £25,583 pro rata Actual Salary £9,340 - £9,487
Required	As soon as possible
Contract	Permanent
Hours of Work	15 hours per week Term Time plus 3 weeks during school holidays Hours/Days to be confirmed with the correct candidate but could be 5 hours per day over 3 days. <i>(A degree of flexibility in working hours may occasionally be required by negotiation between the hours of 7:30 a.m. and 5.30 p.m.)</i>

Job Overview:

The post holder will be part of the Administration Team and will provide general administrative and operational support for a range of school areas including Reception, Finance, Special Educational Needs, Admissions, Social Media and Marketing. This is a dynamic role and having the flexibility to move between tasks is essential. If you are looking for a role where you won't be sat at a desk all day but wish to deliver great Customer Service, please apply.

The post holder is expected to be professional at all times and offer a welcoming voice and presence to visitors, students and staff. All queries, no matter how small, must be responded to with a sense of urgency and respect. Confidentiality must be maintained at all times and the post holder must ensure data protection and uphold a calm and positive disposition.

The postholder will often be the first point of contact for parents/visitors/callers to the school and as such will be expected to demonstrate excellent communication skills, patience, professionalism, tact, integrity and competence. Flexibility, enthusiasm and a commitment to the school community are vital.

Duties & Responsibilities:

- To represent the school in a professional manner and provide excellent service to both internal and external callers and visitors.
- Undertake Reception duties - Provide a point of contact for parents/visitors/student/staff.
- Receiving visitors – meeting all Safeguarding and DBS requirements, as appropriate.
- Switchboard – making outgoing calls as requested – receiving incoming calls – referring callers to appropriate members of staff. Use email facility to forward messages. To increase efficiency, calls must be transferred immediately to the appropriate member of staff. Messages should only include basic relevant details. When parents phone school, use the opportunity to check personal contact details e.g. phone numbers, addresses, email addresses, complete Change of Details Form and forward update the system accordingly.
- Send Parent messages on SIMS as requested.
- Provide general administrative support, including work processing, filing, distributing mail, shredding, etc.
- Maintaining and updating computerised records, for example, records of free school meals, school trips, registers, examinations, financial administration, etc.
- Maintaining stock and ordering supplies, including the processing of orders, check of incoming deliveries, obtaining prices from suppliers, arranging for payment of invoices and the distribution and storage of stock.
- To oversee the organisation and administration of the immunisation programme.
- To assist with administration of work experience arrangements.
- To assist with the administration of school uniform.
- To support the Y6 to Y7 transition process.
- To oversee the administration of free school meals.
- To support the administrative processes for school admissions.
- To assist with marketing and social media.
- To assist with finance and the keeping up to date of fixed assets.
- To be part of the team to administer First Aid.
- To work with and cover Student Services Reception as required.
- To update the school noticeboards.

Additional Responsibilities:

- Support school events, e.g. Induction Day, Open Evening, etc.
- Attending appropriate training courses and take responsibility for personal professional development opportunities.
- Ensure that high standards of Health and Safety are maintained in the workplace.
- Any other duties appropriate to the grade at the request of the Headteacher and SLT.
- Assisting in the absence of any other associate staff as directed by the Headteacher or Line Manager.
- To adhere to all school policies and procedures.

Note: Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task to be undertaken may not be identified and other duties, at no higher a responsibility level, may be interchanged with/added to this list at any time.

Our Lady Queen of Peace Catholic High School is committed to safer recruitment practice and pre-employment checks will be undertaken before any appointment is confirmed. This post is subject to a satisfactory Disclosure and Barring Service (DBS) enhanced disclosure certificate. The school is committed to safeguarding and promoting the welfare of children and young people and expects staff and volunteers to share that commitment.

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Person Specification

CRITERIA	ESSENTIAL	DESIRABLE	ASSESSED
Qualifications and Training	<ul style="list-style-type: none"> NVQ level 3 or above qualification (or equivalent) - in exceptional circumstances, where local circumstances dictate, qualifications may be viewed as desirable Level 2 or equivalent qualification in English/Literacy and Mathematics/Numeracy First Aid training (or willingness to undertake training) 	<ul style="list-style-type: none"> GCSEs including Maths & English or equivalent Additional qualifications 	Application Form
Experience	<ul style="list-style-type: none"> Experience of working in an administration or service based role 	<ul style="list-style-type: none"> Experience of working with children or in an educational setting Experience of Capita SIMS Experience of SIMS In Touch electronic communication platform 	Application Form
Skills, Knowledge and Aptitudes	<ul style="list-style-type: none"> Computer literate Knowledge of Windows computer systems and software e.g. Microsoft Office Administrative skills Ability to learn new IT systems Ability to relate well to children Ability to relate well to parents/carers Ability to work unsupervised Time management skills Organisational skills 		Application Form References Interview
Approach to Work	<ul style="list-style-type: none"> Flexibility Adaptable in performing a variety of tasks and roles Be receptive to change Teamwork Initiative Genuine interest in the education of young people Excellent attendance and punctuality Prepared to take every opportunity to further professional development 		Application Form References Interview
Personal Qualities	<ul style="list-style-type: none"> Excellent communication and literacy skills Enthusiasm Reliability Integrity Tact Patience Excellent interpersonal and communication skills Good sense of humour Capacity for hard work and resilient Ability to form and maintain appropriate relationships and personal boundaries with learners Committed to supporting the Catholic ethos of Our Lady's Commitment to safeguarding and protecting the welfare of children and young people 	<ul style="list-style-type: none"> Practising Catholic 	Application form Interview References Task

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Application Process

Number of Roll : 800

Please visit our website www.olqp.org.uk for more information about the school.

Closing date for applications: 9.00am on Monday 20th October 2025

Interviews: Friday 24th October 2025

Applicants are asked to provide a completed application form including a supporting statement detailing why you believe your experiences, skills, personal qualities, training and/or education are relevant to your suitability for the post and how you meet the person specification.

Governors prefer applications to be returned by email to Ms Denise Field :
d.field@olqp.lancs.sch.uk

Please note: Receipt of an application will be acknowledged by email. Only successful applicants will be contacted. It is our policy to take up references for shortlisted applicants from their present school. It would assist this process if you are able to provide email addresses for all referees on your application form. Applicants will be asked to produce original certificates for all education qualifications stated in the application form prior to the appointment being confirmed. All appropriate safeguarding and attendance at work checks will be requested.

If you have any questions regarding the application process, please contact us via the details below:

Our Lady Queen of Peace Catholic High School
Glenburn Road
Skelmersdale
Lancashire
WN8 6JW

Tel : 01695 725635
Email : n.barber@olqp.lancs.sch.uk
Website: www.olqp.org.uk

PLEASE NOTE THAT SUCCESSFUL APPLICANTS WILL BE REQUIRED TO COMPLY WITH ALL SCHOOL POLICIES.

Our Lady Queen of Peace Catholic High School is committed to safer recruitment practice and pre-employment checks will be undertaken before any appointment is confirmed. The school will also be conducting an online search on any shortlisted candidates. This post is subject to a satisfactory Disclosure and Barring Service (DBS) enhanced disclosure certificate. The school is committed to safeguarding and promoting the welfare of children and young people and expects staff and volunteers to share that commitment.