



## Job Description

| KEY INFORMATION  |                          |
|------------------|--------------------------|
| Post title:      | Administration Assistant |
| Grade:           | 3                        |
| Responsible to:  | Business Manager         |
| Responsible for: | N/A                      |

| OVERALL PURPOSE OF JOB   |
|--|
| To undertake general administration within school, including reception duties, making and receiving phone calls, responding to emails, filing, reprographics and other routine tasks. To monitor pupil absence on a daily basis. |

| MAIN DUTIES AND RESPONSIBILITIES |  |
|----------------------------------|--|
| 1                                | Answer incoming telephone calls in a professional and friendly manner, responding to enquiries where possible or passing messages on to the appropriate person   |
| 2                                | Greet visitors to the academy, ensuring they are dealt with quickly and professionally, they complete the signing in process and are issued with a relevant lanyard to comply with safeguarding procedures |
| 3                                | Record pupil absence on a daily basis, updating absence records and contacting parents/carers where necessary under the direction of senior staff  |
| 4                                | Undertake routine administration tasks as and when directed, including the maintenance of school filing systems  |
| 5                                | Monitor the school's email systems, including the main school inbox, responding to emails or forwarding them on to the relevant member of staff where appropriate  |
| 6                                | Input information onto school systems, including pupil records and attendance information, and run reports from systems to enable senior members of staff to analyse statistical data                      |
| 7                                | Support teachers with routine administration tasks, including the maintenance of registers, typing and the production of reports   |
| 8                                | Open and distribute any post which is delivered to the schools   |
| 9                                | Undertake lunch duty   |
| 10                               | Undertake first aid as and when required   |



| <b>GENERAL RESPONSIBILITIES</b> |   |
|---------------------------------|---|
| 1                               | Uphold professional standards for the role and follow all school and Trust policies and procedures.                                   |
| 2                               | Comply with Child Safeguarding Procedures and adhere to the Trust's Child Protection and Safeguarding Policy at all times.            |
| 3                               | Participate in performance management and take part in appropriate training and development activities.                               |
| 4                               | Maintain confidentiality in all areas of work and process personal and sensitive information in accordance with relevant legislation. |
| 5                               | Undertake other reasonable duties as requested, in accordance with the changing needs of the organisation.                            |



## Person Specification

*All points are essential unless otherwise specified*

| Qualifications             |   |
|----------------------------|---|
| 1                          | GCSE English and maths at grade C/grade 4 or above, or equivalent qualifications  |
| 2                          | First aid qualification or willingness to obtain one  |
| 3                          | <i>Other further relevant qualifications, e.g. NVQ in Business and Administration, customer service qualification</i>   |
| Experience                 |   |
| 1                          | Experience of working in an administrative role   |
| 2                          | Experience of providing excellent customer service  |
| 3                          | <i>Experience working in a school or educational setting (desirable)</i>  |
| Skills/Knowledge/Abilities |   |
| 1                          | Ability to use a range of computer systems and software packages, including standard packages (e.g. Microsoft, Google suite)                                      |
| 2                          | Good written and verbal communication skills with the ability to communicate effectively and clearly with a range of staff, children, parents/carers and visitors |
| 3                          | Ability to follow and work within routine administrative processes and procedures   |
| Personal Attributes        |   |
| 1                          | Ability to work successfully alone and as part of a team  |
| 2                          | Ability to work well under pressure and manage competing deadlines  |
| Safeguarding               |   |
| 1                          | Demonstrate a commitment to safeguarding children and ensuring the welfare of children  |
| 2                          | Be able to remain calm, empathetic and treat all students with dignity and respect, even when faced with challenging behaviour                                    |
| 3                          | Satisfactory Enhanced DBS check   |