Wiltshire Council

School Support Staff

Job Profile

Reference :	SCH278 Grade D

Job Title :	School Admin Assistant (1) or School Clerical Assistant (1)

Main Job Purpose :	To provide clerical support to the school administrative function and School Management Team.

	Main Duties
1.	Undertake word processing of correspondence, standard letters, reports, publications and other documents
2.	Photocopy and collate documents may be involved in displays. File documents in accordance with the established systems
3.	Collate and input new and updated information on the school's computerised system for pupil records and ensure all records are maintained and up to date. Assist in the production of reports, lists and other information relating to pupils records.
4.	Manage the receipt, recording and holding of lost property.
5.	Welcome visitors to the school, ensuring its procedures are followed, receiving and prioritising incoming telephone calls, dealing with them appropriately including accurately recording messages as required. To liaise with staff, Governors, pupils, parents and outside agencies as directed.
6.	Take and distribute minutes for briefings and meetings
7.	Assist in the organisation of work experience, school events and trips
8.	Open, sort and distribute incoming mail to the school in a timely manner. Send, receive and distribute faxes in a timely manner. Check the Information Exchange and school e-mails on a daily basis and distribute information as appropriate.

Supervision and Management
The jobholder has no regular responsibility for supervising staff but may be required to assist in work familiarisation for new recruits.

Creativity and Innovation (i.e. Problem Solving)
The work undertaken by the post holder is largely regulated by laid down procedures but there is some need to resolve routine problems, e.g. when dealing with callers or queries from school staff.

Contact
Contacts will be with school staff for information relating to administrative procedures sorting incoming mail etc. With pupils for information e.g. lost property arrangements, Visitors to the school, parents - welcoming visitors, being the first contact in relation to complaints, concerns from parents etc.

Decision Making
Work is carried out within clearly defined procedures but the jobholder may decide on the order in which to carry out work.

Resources
The jobholder is expected to use school resources appropriately and with care, but is not personally accountable for their overall security.

Working Environment
The job holder works in an office environment within a school and is a point of contact for the general public.

Knowledge and Skills
The jobholder requires a good standard of office skills including word processing, and customer care skills to deal with telephone calls/visitors.