

ADMINISTRATIVE ASSISTANT – JOB DESCRIPTION

The Administrative Assistant is accountable to the Administrative Officer and plays a key role in supporting the effective day-to-day administration of the school/department. The postholder contributes to high-quality service delivery, ensuring systems, processes and communication support the wider operational and strategic aims.

MAIN ROLE

- Provide effective administrative, clerical and organisational support to ensure the smooth running of the service.
- Act as a first point of contact for visitors, parents and external agencies, delivering a professional and welcoming service.
- Support systems that promote safeguarding, attendance, inclusion and effective communication.

MAIN TASKS

- Undertake reception duties, responding appropriately to visitors, telephone calls and enquiries.
- Provide advice and guidance to staff, parents and external contacts in line with agreed procedures.
- Deal with general correspondence and enquiries, escalating more complex matters as required.
- Manage manual and electronic records, ensuring accuracy, confidentiality and compliance with data protection requirements.
- Undertake word processing of correspondence, reports and confidential documentation.
- Complete forms, returns and documentation for internal use and external agencies.
- Coordinate trips, visits and visitors, ensuring permissions, documentation and organisational arrangements are completed.
- Support the organisation, set-up and effective running of meetings, including preparation of papers and taking and distributing minutes.
- Provide first day response for attendance and follow up attendance concerns for vulnerable pupils and identified groups in line with school procedures.
- Analyse and present basic data and information as required.

FINANCE AND RESOURCES

- Support the administration of financial processes, including petty cash, ordering and invoice processing.
- Monitor and manage stock within agreed budgets.
- Operate office equipment including ICT systems, photocopiers and other administrative equipment.

SYSTEMS AND COMPLIANCE

- Assist in the development, maintenance and review of administrative systems and procedures.
- Comply with the Council's Health and Safety Policy and promote safe working practices.
- Comply with the Council's Equality Policy, Information Management Framework and Data Protection requirements.
- Maintain professional confidentiality at all times.

GENERAL

- Participate in training, performance management and professional development.
- Support equality, inclusion and the ethos and values of the school/service.
- Build constructive relationships with colleagues, parents and external professionals.
- Undertake any other duties appropriate to the role as required.

This post is subject to Disclosure.

This post is not Politically Restricted under the Local Government and Housing Act 1989 (as amended).

This job description reflects current responsibilities and may be amended to meet changing service needs following consultation.