**Job Description**

**Post Title:** **Administration Assistant**

**Location:**  **Arnold Hill Spencer Academy**

**Salary/Pay Range:** **NJC 2- 6 £21,354-£22,732 (actual salary)**

**Hours of work:**  **Full Time, (37 Hours - 8am – 4pm Mon - Thurs, 8am – 3.30pm Fri)**

**Term Time + 2 weeks**

**Reporting to:** **PA to the Principal**

**Purpose of Role**

It is essential that Arnold Hill is at the forefront of efficient and effective systems which contribute to the Academy’s visions of raising achievement.

As often the first point of contact, you have a central role in an effective and efficient organisation which values the customer. You will provide a professional administration service for the school and act as a first aider when required. You will be an essential member of the Administrative Team and contribute towards the smooth running of the Academy. You will have a high level of contact with both senior management and teaching staff.

The Academy is committed to working to best meet the needs of all students and therefore the successful candidate will demonstrate an interest and enthusiasm in supporting young people, helping to fulfil the Academy’s commitment to a high quality of service and promote and embody the Academy’s ethos – ❝Be Inspired & Achieve Together❞

**Nature and Scope**

Working as part of this important team you will be required to carry out the following duties. The nature of the Academy Year requires some of these tasks to be done regularly whilst others will be on an annual cycle.

The post holder will be expected to use all Trust standard computer hardware and software packages where appropriate.

**Main Duties and Responsibilities**

Specific responsibilities include the following which provides a working framework within which the post holder should exercise initiative and accountability:

**Specific responsibilities include:**

* Provide general clerical support to staff at the Academy, including typing of letters and other documents, photocopying and filing, etc. as required
* Maintain electronic and manual filing systems, document management and record keeping and undertake associated tasks including data entry, scanning and destruction.
* Answer the academy telephone and respond to caller queries, including taking messages and transferring calls to the relevant staff member in a timely manner.
* Contact parents and other stakeholders by letter, email, text and telephone as required.
* Assist with administration of academy PE fixtures
* Work with the Transitions Team at strategic points in the year to ensure the efficient administration of the process for new students.
* Use SIMS, Synergy, Sharepoint and the Google Drive to assist the Data Team in the accurate record-keeping of student information.
* Communicate with Academy staff using the two-way radio system
* Attend staff meetings, evening events (such as Parents’ Evenings and Open Evenings) and INSET activities
* Manage On Call requests and log on the appropriate systems
* Manage Tiers, issuing letters to parents/carers and logging on the appropriate system
* Administration of student suspensions, issuing the relevant documentation
* Maintain and replenish stationery stocks for the administrative staff
* Provide cover for reception including -
  + Welcoming visitors to the Academy and ensuring the safety and security of the Academy at all times. Making sure entry to the premises is controlled and visitors sign in accurately, following all safeguarding procedures at all times.
  + Receive and sign for deliveries and store/distribute as appropriate.
  + Receive and distribute correspondence, emails, messages, internal mail, franking and posting outgoing mail.
  + Manage the duties of the daily student helpers
  + Ensure that the reception area is kept clear and tidy
* Act as a first aider

**General**

* Work in a professional manner and with integrity and maintain confidentiality of records and information.
* Maintain up to date knowledge in line with national changes and legislation as appropriate to the role.
* Be aware of and comply with all Trust policies including IT, Health and Safety and Safeguarding.
* Participate in the Trust Professional Performance Review process and undertake professional development as required.
* Work to deadlines in a calm and confident manner when under pressure.
* Be organised, able to multi task, work flexibly and have a “can do” approach
* Uphold and actively support the Academy’s policies and procedures
* Adhere to all internal and external deadlines.
* Carry out any such task as shall be deemed necessary to the smooth running of the Academy
* Understand Data Protection and Confidentiality
* Contribute to the overall aims and ethos of the Spencer Academies Trust and establish constructive relationships with nominated Academies and other agencies as appropriate to the role.

These above-mentioned duties are neither exclusive nor exhaustive, the post- holder maybe required to carry out other duties as required by the Trust.

**The Spencer Academies Trust is committed to safeguarding and promoting the welfare of all our students and expects all employees and volunteers to share this commitment. All posts are subject to enhanced DBS checks and completion of Level 2 safeguarding training.**

Name

Signature

Date

**Person Specification**

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Qualifications and experience** | | |
| GCSE Maths and English (or equivalent – this could include basic functional skills) | ✓ |  |
| Previous experience of working in a school, with knowledge of SIMS, education processes and procedures would be highly advantageous |  | ✓ |
| Working in a fast paced office environment | ✓ |  |
| NVQ Level II in Administration or equivalent |  | ✓ |
| **Knowledge and skills** | | |
| Excellent customer service skills; the ability to use discretion, patience, tact and respect for confidentiality in all circumstances; a good command of the English Language; an empathetic approach to different cultures | ✓ |  |
| A good level of computer skills. Familiarity with Microsoft applications, including: Word, Excel, Outlook and have internet skills | ✓ |  |
| To follow instructions & complete work unsupervised | ✓ |  |
| Excellent organisational skills and ability to prioritise own workload and that of others to meet deadlines, use initiative and be self-motivating | ✓ |  |
| Excellent interpersonal and communication skills, in person, telephone and written | ✓ |  |
| Ability to undertake all routine office practices | ✓ |  |
| Analytical skills |  | ✓ |
| **Personal Qualities** | | |
| The ability to maintain strict confidentiality | ✓ |  |
| Genuine enthusiasm and the ability to work well within a wider staff team | ✓ |  |
| Able to work flexibly, adopt a hands-on approach and respond to unplanned situations | ✓ |  |
| Ability to evaluate own development needs and those of others and to address them | ✓ |  |
| Commitment to the highest standards of child protection and safeguarding | ✓ |  |
| Recognition of the importance of personal responsibility for health and safety | ✓ |  |
| Commitment to the Trust’s ethos, aims and whole community. | ✓ |  |