



## Administrative Assistant

### Job description:

Dulwich Hamlet Junior School is committed to creating a diverse workforce. We will consider all qualified applicants for employment without regard to sex, race, religion, belief, sexual orientation, gender reassignment, pregnancy, maternity, age, disability, marriage or civil partnership.

### Job details

**Salary:** Hay Grade 2, Spine Point 2

£29,808 per annum (pro-rata)

**Hours:** 29 per week

|           |       |       |
|-----------|-------|-------|
| Monday    | 08:30 | 16:30 |
| Tuesday   | 08:30 | 16:30 |
| Wednesday | 08:30 | 16:30 |
| Thursday  | 08:30 | 16:30 |
| Friday    | 08:30 | 13:30 |

**Contract type:** Term Time Only

**Reporting to:** Headteacher

### Main purpose

The administrative assistant is responsible for supporting the administrative, financial and organisational processes within the school. They will also act as the initial point of contact for parents/carers, visitors and other stakeholders, so will be an ambassador for the school and embody the value, vision and ethos of the school in all interactions.

### Duties and responsibilities

General administration

- Update manual and computerised record/information systems
- Update and maintain the school calendar
- Assist with managing the school's email inbox, ensuring the school meets its expected response times and that emails are forwarded to the relevant staff member as necessary
- Manage and organise completed forms from parents and carers
- Report any issues with the school's IT systems

- Organise and distribute incoming and outgoing post
- Provide administrative support to staff as needed
- Book training courses for all staff
- Book trips and workshops for classes/year groups and manage transportation as required
- Order, monitor and manage stock, ensuring best value following the school's purchasing processes
- Carry out filing, printing and photocopying. Maintain the operation of the printer and photocopier to ensure it's ready to use at all times, resolving any issues as necessary
- Assist with organising parents' evenings and other meetings and events, including the organisation of rooms and equipment, and providing refreshments as required
- Keep records in accordance with the school's record retention schedule and data protection law, ensuring information security and confidentiality at all times
- Sending text/email messages via school communication systems

#### Reception

- Act as the first point of contact for parents/carers and visitors arriving at the school
- Deal with telephone and face-to-face enquiries efficiently and in a professional and supportive manner
- Help to manage and maintain the school website
- Seek support from other colleagues where necessary to respond to complex enquiries
- Respond to messages promptly and accurately, passing on information to relevant staff members as necessary
- Assist staff and pupils with the information and support they need
- Managing the visitor sign-in system and issuing visitor badges
- Ensuring office equipment is maintained

#### After School Clubs and Wrap Around Care (The Nook) Administration

- Take responsibility for all bookings, coordination of club providers, and management of payments for our after-school club offer and wrap around care provision

#### Attendance administration

- Support monitoring and maintaining an accurate record of pupil attendance, producing reports as necessary
- Support monitoring the late arrival of pupils and contact parents/carers to identify reasons for non- attendance, ensuring all safeguarding procedures are followed

## Safeguarding

- Control access to the school in line with the school's safeguarding procedures, including signing in visitors, checking identification as necessary, issuing passes and notifying them of safeguarding and safety procedures
- Be alert to unknown individuals on the school premises and report any concerns in line with the school's procedures
- Administer the school's filtering and monitoring system for online safety, and escalate any safeguarding concerns following the correct safeguarding procedures

## Written communication

Write and send email responses that are professional and uphold the school's vision and values

Update and distribute online and offline communications (e.g. letters, newsletters, social media posts, etc.) to parents, staff and other stakeholders

Assist with marketing and promoting the school

## Other areas of responsibility

- Read and follow the relevant school policies
- Undertake training required to develop in the role
- Ensure all duties and responsibilities are undertaken in line with the school's health and safety policy
- Administering medication (according to school policy)
- Supporting minor first aid (if trained)
- Contribute to the safety of children and young people and protect them from harm

### Person specification

|                                    |   |
|------------------------------------|---|
| <b>Qualifications and training</b> | <ul style="list-style-type: none"><li>• First aid training (or willingness to complete it)</li><li>• GCSE English and maths (or equivalent) at grade C (4/5) or above</li></ul>   |
| <b>Experience</b>                  | <ul style="list-style-type: none"><li>• Carrying out administrative tasks</li><li>• Dealing with face-to-face and telephone interactions</li><li>• Working with children or young people</li><li>• Working and collaborating within a team</li><li>• Previous experience working in a school in any capacity (desirable)</li></ul>  |
| <b>Skills and knowledge</b>        | <ul style="list-style-type: none"><li>• Good oral and written communications skills</li><li>• Ability to respond quickly and effectively to issues that arise</li><li>• Ability to plan, organise and prioritise to meet deadlines</li><li>• Ability to use own initiative and take action accordingly</li><li>• Excellent attention to detail</li><li>• Computer proficient, with confidence using Microsoft Office (including Excel), Google Workspace and presentation software</li><li>• Experience using school MIS systems (desirable)</li><li>• Ability to use relevant office equipment effectively</li><li>• Ability to build effective working relationships with colleagues</li><li>• Understanding of data protection and confidentiality</li><li>• Understanding of safeguarding</li></ul> |
| <b>Personal qualities</b>          | <ul style="list-style-type: none"><li>• Personable, caring and approachable</li><li>• Commitment to promoting the ethos and values of the school and getting the best outcomes for all pupils; enjoys working with children and supporting their wellbeing</li><li>• Commitment to acting with integrity, honesty, loyalty and fairness to safeguard the assets, financial probity and reputation of the school</li><li>• Ability to work under pressure and prioritise effectively</li><li>• Flexible and able to adapt to changing priorities</li><li>• Deals with difficult situations effectively</li><li>• Commitment to maintaining confidentiality at all times</li><li>• Commitment to safeguarding and equality</li></ul>  |