



## Job Description

**Post Title:** Administration Assistant

**Pay Scale:** Grade 4

**Responsible to:** Office Manager

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### **Main Purpose of the Post:**

- To provide routine general clerical and administrative support to the Academy.
- To provide, under supervision, an efficient and effective student support system which aims to improve student welfare by ensuring efficient student administration.
- To manage the Academy Reception and related administration tasks and provide clerical support.

### **Principal Accountabilities:**

- Provide routine clerical and administrative support, including word processing, typing letters, photocopying, filing, emailing, etc.
- Maintain accurate student records and information electronically from a range of systems, including Progresso.
- Undertake duties on the Reception and Student Services.
- Manage the Reception switchboard and back office systems ensuring all calls answered as soon as possible.
- Answer routine enquiries from staff, students, parents and the general public via the telephone or face-to-face.
- Manage fire evacuation procedures for staff and visitors.
- Maintain locker and key allocation system.
- Manage and maintain all Academy electronic systems.
- Maintain stock levels and re-order supplies for the Reprographic Department.
- Undertake Reprographic duties and deliver requests to meet internal deadlines
- Manage and reconcile Student Services sales cash box.
- Provide daily Supply Staff with relevant information packs and keys.
- Support meetings when required, including the preparation, distribution and taking of minutes
- Attend yearly personal development meetings and undertake training when required.
- Be aware of, and comply with, policies and procedures relating to safeguarding, child protection, safety, security, confidentiality and data protection; report all concerns to the appropriate person.
- Undertake other administrative tasks to support the Academy upon request.

## **General**

- The above responsibilities are not exhaustive and are intended to describe the general nature of the role. Subsequently, the responsibilities may change or vary over time depending on the needs of the Academy/Trust; however, this will not change the character of the job or level of responsibility
- The above responsibilities may involve having access to information of a confidential nature which may be covered by the Data Protection Act (1998). Consequently, confidentiality must be maintained at all times
- The post holder must promote the Academy/Trust Equal Opportunity Employment Policy
- The post holder must be aware of, and comply with, policies and procedures relating to safeguarding and child protection, reporting all concerns to an appropriate person
- The Health and Safety Work Act (1974) and other associated legislation places responsibilities for Health and Safety on all employees. Therefore, it is the post holder's responsibility to take reasonable care for the Health, Safety and Welfare of him or herself. Specific details are outlined in the Health and Safety Policy
- Where the post holder is disabled, every effort will be made to supply all the necessary employment aids, equipment or adaptations to enable him or her to perform the full duties of the jobs. If, however, a certain task proves to be unachievable, re-evaluation of the task will be given full consideration

## **Knowledge, Skill and Experience:**

- NVQ Level 2 in Business Administration, or equivalent.
- Able to work as part of a team and use own initiative.
- Efficient and effective organisation and prioritisation skills.
- Excellent administrative skills and previous experience working in an office/school environment.
- Effective IT skills and experience in the use of Microsoft Office packages.
- Good numeracy and literacy skills.
- Good time management skills.
- Experience of working with students and parents, preferably in a school environment
- Experience of undertaking routine administration tasks, researching and analysing information.
- Accurate and organised approach to work and be able to work to competing deadlines.
- Good communication skills with the ability to relate to students and staff on all levels in a confident and diplomatic way.
- Ability to keep calm under pressure in a busy environment.

## **Creativity and Innovation:**

- Work to policies and procedures as stipulated in the Academy Handbook
- Design, develop and implement systems, office practices and procedures to ensure efficiency of support Admin Department.
- Design internal posters, leaflets and certificates for the Academy if required

**Decision-Making:****Discretion:**

- Manage own workload to ensure effective administration and telecommunications systems across the Academy.
- Identify potential safeguarding issues and refer to appropriate colleague in the Academy.
- Use initiative when responding to incidents which may require immediate attention.

**Consequences:**

- Positive impact on the quality of administrative and telecommunications support to the Academy.

**Contacts and Relations:**

- Contact on a daily basis with Executive Head, Senior Leadership Team, Academy Staff and Governors for the exchange of information.
- Contact on a daily basis with students and parents to offer support and guidance.
- Contact with Line Manager and Senior Leaders to undertake and deliver tasks.
- Contact with suppliers, e.g. equipment and materials.
- Contact with visitors entering the Academy.
- Contact with external agencies.

**Responsibility for Resources:**

- Ensure the secure storage of student medication.
- Walkie-Talkie (on-site only).
- Holder of quantity of classroom keys and door passes.

**Working Environment:****Work Demands:**

- Work is subject to interruption and internally set deadlines, to ensure policies and regulations are adhered to.

**Physical Demands:**

- Work will require normal physical effort with occasional lifting.

**Working Conditions:**

- Work will be undertaken in an office/school environment.

**Work Context:**

- Work is undertaken in an office/school environment and may be subject to challenge from parents, students and staff.

**Position in Academy:**

- Indicate how many staff for whom the post holder is directly responsible: 0

**Note:**

Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post. Moreover, the post holder may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility. This job description is provided for guidance only and does not form part of the contract of employment.

The post holder is required to hold an enhanced level Disclosure and Barring Service check.

**Date of Job Description** .....

**Date copy sent to post holder** .....

**Staff signature** .....

**Line Manager signature** .....