

Administration Assistant

Job description and person specification

Job description

Post title: Administration Assistant

Salary: Grade 3

Diverse Academies is a multi-academy trust with a vision to inspire, to raise aspirations and to create brighter tomorrows. Across primary, secondary and special settings, we share a common mission to nurture curiosity, develop wellbeing and empower children and young people to go beyond their aspirations. Together, we believe we can make a difference in our diverse communities, and in the lives of those who learn with us and work with us.

We empower. We respect. We care.

Purpose of the post.

To work to defined standard business processes having due regard to confidentiality and safeguarding.

To help resolve issues to ensure that effective business and educational services are maintained.

Main duties and responsibilities

- To be a key part of the student services providing a range of administrative services to support the students and staff within the academy
- To use technology to support efficient ways of working
- To undertake reception duties including answering the phone, responding to routine queries and enquiries and supporting students.
- To receive and distribute incoming post, record and post outgoing mail as required
- To raise purchase orders as required and ensure that goods received are noted and invoices passed to the finance team accordingly.
- To contribute to the provision of an effective environment for learning and prioritise tasks that support pupils
- To support the administration of the academy diary and assist with the organisation of meetings and events, ensuring that all necessary arrangements are made
- To support with the administration of Education and Health Care Plan annual reviews with the organisation of documentation and reports, liaising with parents, teaching staff and external professionals ensuring that all necessary arrangements are made within the specified timeframe
- To support the promotion of positive relationships with parents, carers and external agencies
- To support team members to ensure that quality, performance, standards and deadlines are achieved.
- To help resolve issues to ensure that effective business and educational services are maintained
- To build positive relationships with other staff and colleagues across the Trust and embed a collaborative working culture in the academy

- To manage fluctuations in workloads within the resources available.

Additional

- We all have a responsibility for providing and safeguarding the welfare of children and young people we are responsible for or come into contact with.
- Collectively, we share and co-develop best practice for the benefit of all our academies.
- We promote the employment of people with disabilities and will make adjustments considered reasonable to the above duties.
- You will have the opportunity to access the very best professional development and therefore may be required to attend, from time to time, training courses, conferences, seminars or other meetings.
- This job description is not an exhaustive list of duties and the post holder will be required to undertake any other reasonable duties discussed and directed by the line manager.
- We empower our colleagues to enable our students and pupils to meet the highest possible standards, and we recognise that all our staff have a role in improving student outcomes.
- The contents and allocation of particular responsibilities and duties may be amended after consultation from time to time as part of a broader structural review.
- We have an established framework of core principles and practice to which all our academies subscribe, which are developed and agreed on in collaboration.
- It is a condition of your employment you are expected to adhere to our policies, procedures and guidelines.

Person specification

The following qualities are all deemed fundamental to the requirements of the post. The Trust will, therefore, be seeking evidence of these in the selection process, which will include the application, interview(s) and references.

The Trust is seeking to appoint highly skilled, dynamic, flexible and committed staff with the potential to help us realise our vision and strategic objectives. The appointing panel will, therefore, require sufficient evidence of ability and achievement in each of the following areas in order to make an appointment.

Category	Essential	Desirable	Evidence
Qualifications			
GCSE qualification or equivalent and a good standard of literacy and numeracy	✓		Application form
First Aid trained		✓	
Knowledge and understanding			
Minimum 2 years' experience in an administrative work setting		✓	Application form Interview
Experience of carrying out a varied range of administrative and business duties	✓		
Able to interpret written and verbal instructions to carry out processes with regular supervision	✓		
Working with a variety of IT systems including word processing, spreadsheet, Teams and database operation	✓		
Able to handle information in accordance with GDPR principles, dealing with confidential and sensitive information	✓		
Commitment to the safeguarding and welfare of all students and providing equality of opportunity	✓		
Skills and attributes			
Good interpersonal and communication skills	✓		Application form Interview
Good planning, prioritisation and organisational skills	✓		
Can demonstrate efficient collaborative and flexible working	✓		
Ability to identify issues that could impact on service delivery and identify improvements to current processes	✓		
Able to work independently and as part of a team	✓		
Shows commitment to a supportive, coaching culture	✓		
Able to work closely with colleagues, build strong relationships and engage external stakeholders	✓		
Commitment to ongoing personal and professional development	✓		
Core			
Able to work flexibly, according to the needs of the service	✓		Interview
The post holder will be subject to an enhanced Disclosure & Barring Service check	✓		Pre-employment checks
Prior to confirming an appointment to the Trust, individuals are asked to complete a medical questionnaire in order that the Trusts Occupational Health provider can ascertain their medical fitness for the post	✓		