



JOB TITLE: Administrative Assistant

REPORTS TO: Office Manager

BAND: Scale 3

JOB PURPOSE

To provide the best possible service to all stakeholders by carrying out efficient and effective organisation and administration of school processes, procedures and policies. To provide administration support with all forms of communication, ICT support including data entry, and receiving and distributing deliveries and messages.

An administrative assistant is often the first point of contact and is therefore expected to demonstrate exemplary customer service to both internal and external customers.

KEY CORPORATE ACCOUNTABILITIES

- To actively promote the Trust's Equal Opportunities Policy and Diversity Strategy and observe the standard of conduct which prevents discrimination taking place.
- To maintain awareness of and commitment to the Trust's Equal Opportunity Policies in relation to both employment and service delivery.
- To fully comply with the General Data Protection Regulations when dealing with all communications whether electronic or verbal.
- To fully comply with the Health and Safety at Work Act 1974 etc, the Trust's Health and Safety Policy and all locally agreed safe methods of work.
- At the discretion of the Headteacher, such other activities as may from time to time be agreed consistent with the nature of the job described above.
- To work with colleagues to achieve service plan objectives and targets.
- To participate in Employee Development schemes and Performance Management and contribute to the identification of own team development needs.

PRINCIPAL ACCOUNTABILITIES

Reception:

- To be the first point of contact for both telephone and face-to-face enquiries
- Provide information and services as well as trouble shooting problems/issues for parents/staff/students
- Take and record messages, where appropriate, using the systems in place
- To ensure school security arrangements are complied with, including the issue of visitor's badges and signing of the visitors' book
- Telephone parents when necessary
- To accept and sign for deliveries as appropriate

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The Registered Office is at William Edwards School, Stifford Clays Road, Grays, Essex, RM16 3NJ.*



- To provide hospitality for visitors to the school
- Attend meetings and training sessions as required

Welfare:

- To be responsible for the provision of First Aid, after training, in the event of accident or injury and for the completion of relevant documentation according to school procedures
- To liaise with parents regarding pupils sickness/injury
- To take appropriate action to identify, evaluate and minimise any risks to health, safety and security in the immediate working environment
- To work in accordance with the values, culture, ethos, equalities and inclusion policies of the school proactively promoting anti-racist, anti-sexist and anti-discriminatory behaviours in the day-to-day operation of the job.

Clerical:

- To use the school reprographics systems to copy and distribute documents, making sure that there is a supply of materials required to operate the systems and report and record faults.
- To produce emails, letters and documents using Microsoft systems and SIMS.
- To be responsible for receiving, sorting and distributing incoming messages, post and deliveries
- To dispatch outgoing mail, packages and so forth
- To support the organisation and arrangement of school trips and events – which may include (but not exclusively) excursions, field/residential trips, tours, training courses, assemblies, festivals and concerts – through the provision of materials, equipment, invitations, publicity and so forth
- To use computerised management information systems and/or paper based filing systems to enter, record and retrieve data and make returns required by a variety of sources.
- To provide support to teachers on administration, organisation and the provision and arrangement of resources
- To support financial administration by receiving and recording trip payments, event costs, and any refunds needed
- To take part in the school performance management system.



The duties and responsibilities in this job description are not restrictive and the post-holder may be required to undertake any other duties that may be required from time-to-time. Any such duties should not, however, substantially change the general character of the post.

This organisation is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

I confirm that I have read and understood, and that I accept, the above job description:

Signature : Date: Name in full

PERSON SPECIFICATION
Administration Assistant

General heading	Detail	Examples
Qualifications & Experience	Qualifications & experience	Experience of working within an office or customer service environment. School office experience desirable. First Aid qualification or the willingness to complete the training to become qualified and keep this qualification up to date.
	Knowledge of relevant policies and procedures	General understanding of the operation of a school. An understanding of health, safety and security issues in schools.
	Literacy	At least English GSCE (A-C) level or equivalent
	Numeracy	At least Maths GSCE (A-C) level or equivalent
	Technology	Ability to use photocopier Ability to use word processor
Communication	Written	Ability to complete basic forms
	Verbal	Ability to exchange routine verbal information clearly with children and adults
	Languages	Seek support to overcome communication barriers with children and adults
	Negotiating	Ability to negotiate effectively to achieve best outcomes Ability to manage difficult or controversial exchanges
Working with children	Behaviour Management	Understand and implement the school's behaviour management policy
	SEN	Understand and support the differences in children and adults and respond appropriately
	Curriculum	Basic understanding of the learning experience provided by the school
	Child Development	Basic understanding of the way in which children develop
	Health & Well being	Understand the importance of physical and emotional wellbeing
Working with others	Working with partners	Understand the role of others working in and with the school
	Relationships	Ability to establish rapport and respectful and trusting relationships with children, their families and carers and other adults



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	Team work	Ability to work effectively with other adults in the school
	Information	Ability to provide timely and accurate information
Responsibilities	Organisational skills	Excellent organisational skills
	Line Management	N/A
	Time Management	Ability to manage own time effectively, prioritise tasks and keep to deadlines.
	Creativity	Ability to follow instructions
General	Equalities	Demonstrate a commitment to equality
	Health & Safety	Basic understanding of Health & Safety
	Child Protection	Good understanding of and commitment to child protection procedures
	Confidentiality/Data Protection	Understand procedures and legislation relating to confidentiality
	CPD	Be prepared to develop and learn in the role