

Wiltshire Council

School Support Staff

Job Profile

Reference :	SCH278	Grade D
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Job Title :	School Admin Assistant
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Main Job Purpose :	To provide clerical support to the school administrative function and School Management Team.
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	Main Duties
1.	Undertake word processing of correspondence, standard letters, reports, publications and other documents
2.	Photocopy and collate documents may be involved in displays. File documents in accordance with the established systems and distribute appropriately.
3.	Deal appropriately with telephone calls and individuals requiring attention.
4.	Collate and input new and updated information on the school's computerised system for pupil records and ensure all records are maintained and up to date, in particular in relation to Y6 transition. Providing admin support for the Sixth Form application process. Assist in the production of reports, lists and other information relating to pupils' records.
5.	Manage the receipt, recording and holding of lost property and pre-loved uniform store.
6.	Assist in the organisation of all school events.
7.	Provide admin support for Senior Duty.
8.	Cover reception as required. Welcome visitors to the school, ensuring its procedures are followed, receiving and prioritising incoming telephone calls, dealing with them appropriately including accurately recording messages as required. To liaise with staff, Governors, pupils, parents and outside agencies as directed.
9.	Cover reprographics as required.

Supervision and Management
The jobholder has no regular responsibility for supervising staff but may be required to assist in work familiarisation for new recruits.
Creativity and Innovation (i.e. Problem Solving)
The work undertaken by the post holder is largely regulated by laid down procedures but there is some need to resolve routine problems, e.g. when dealing with callers or queries from school staff.
Contact
Contacts will be with school staff for information relating to administrative procedures sorting incoming emails, etc. With pupils for information e.g. lost property arrangements, etc. With primary schools for providing information on the Year 6 transition process. Visitors to the school, parents - welcoming visitors, being the first contact in relation to complaints, concerns from parents etc.
Decision Making
Work is carried out within clearly defined procedures but the jobholder may decide on the order in which to carry out work.
Resources
The jobholder is expected to use school resources appropriately and with care, but is not personally accountable for their overall security.
Working Environment
The job holder works in an office environment within a school and is a point of contact for the general public.
Knowledge and Skills
The jobholder requires a good standard of office skills including word processing, and customer care skills to deal with telephone calls/visitors.