**ADMINISTRATION ASSISTANT**

**JOB DESCRIPTION**

**Main Purpose of the Post**

To ensure the efficient and effective handling of visitors, emails and the school’s telephone system and undertake general reception duties. To provide reception and general administrative support to the Student Wellbeing Centre. To work within the school office team to support all aspects of administration including departmental and whole school support.

**Main Tasks**

* To assist the School Office Manager by providing administrative support for a variety of areas including, but not limited to:
* Departmental and whole school support including the administration of school trips and events
* Support for pastoral leaders and senior management
* Supporting the scheduling of school immunisations
* Liaising with school staff and external parties as appropriate will also be an important part of this varied role.
* To be responsible for the answering of the main school telephone and email communications, answering general enquiries and redirecting calls and emails as appropriate
* To welcome and sign in visitors to the school and to communicate with courtesy and clarity to all staff, students, parents/carers, visitors, outside agencies and the wider community, including helping with face to face enquiries.
* To accept deliveries and arrange distribution to the relevant department.
* To deal with all incoming and outgoing mail and parcels including recorded deliveries.
* To manage meeting room and minibus bookings.
* To assist in the management and distribution of lost property items.
* To maintain and update all administrative and information systems and processes as required, including retrieving and collating information to ensure delivery of a high level reception and administrative service.

**Skills and abilities**

The successful candidate will have:

* Excellent telephone manner, with the ability to deal tactfully and confidently with telephone callers and visitors
* Good IT skills
* Ability to remain calm, composed and flexible within an extremely busy and demanding office environment
* Ability to work effectively within a team and on own initiative
* Understand the importance of safeguarding students and the school’s data
* Must be accurate in recording details and make full use of the school’s computer systems
* Have a helpful and can-do attitude
* Integrity and confidentiality to be maintained at all times
* Commitment to the support of young people
* Willingness to undertake appropriate professional development