Job Description:

Main Purpose

The administrative assistant is responsible for supporting the administrative, financial and organisational processes within the school. They will also act as the initial point of contact for parents/carers, visitors and other stakeholders, so will be an ambassador for the school and embody the value, vision and ethos of the school in all interactions.

Duties & Responsibilities

General Administration

- Update manual and computerised record/information systems Update and maintain the school calendar
- Assist with managing the school's email inbox, ensuring the school meets its expected response times and that emails are forwarded to the relevant staff member as necessary
- Manage and organise completed forms from parents and carers
- Report any issues with the school's IT systems
- Organise and distribute incoming and outgoing post
- Provide administrative support to staff as needed
- Book training courses for all staff
- Order, monitor and manage stock, ensuring best value following the school's purchasing processes
- Carry out filing, printing and photocopying. Maintain the operation of the printer and photocopier to ensure it's ready to use at all times, resolving any issues as necessary
- Assist with organising parents' evenings and other meetings and events, including the organisation of rooms and equipment, and providing refreshments as required
- Keep records in accordance with the school's record retention schedule and data protection law, ensuring information security and confidentiality at all times

Attendance Administration

- Monitor and maintain an accurate record of pupil attendance, producing reports as necessary
- Monitor the late arrival of pupils and contact parents/carers to identify reasons for non-attendance, ensuring all safeguarding procedures are followed

Reception

- Act as the first point of contact for parents/carers and visitors arriving at the school
- Deal with telephone and face-to-face enquiries efficiently and in a professional and supportive manner
- Seek support from other colleagues where necessary to respond to complex enquiries
- Respond to messages promptly and accurately, passing on information to relevant staff members as necessary
- Assist staff and pupils with the information and support they need

Safeguarding

- Control access to the school in line with the school's safeguarding procedures, including signing in visitors, checking identification as necessary, issuing passes and notifying them of safeguarding and safety procedures
- Be alert to unknown individuals on the school premises and report any concerns in line with the school's procedures
- Administer the school's filtering and monitoring system for online safety, and escalate any safeguarding concerns following the correct safeguarding procedures

Written Communication

- Write and send email responses that are professional and uphold the school's vision and values
- Update and distribute online and offline communications (e.g. letters, newsletters, social media posts, etc.) to parents, staff and other stakeholders
- Assist with marketing and promoting the school

Finance

- Enter data into the school's finance systems and produce reports as necessary
- Collect, record and issue receipts for payments from parents and carers
- Carry out financial administration in line with the school's procedures

Other Areas of Responsibility

- Read and follow the relevant school policies
- Undertake training required to develop in the role
- Ensure all duties and responsibilities are undertaken in line with the school's health and safety policy
- Contribute to the safety of children and young people and protect them from harm

Person Specification

CRITERIA	ESSENTIAL / DESIRABLE
Qualifications & Training	
First aid training (or willingness to complete it)	Essential
GCSE English and maths (or equivalent)	Essential
Experience	
Carrying out administrative tasks	Essential
Dealing with face-to-face and telephone interactions	Essential
Working with children or young	Essential
Working and collaborating within a team	Essential

Skills & Knowledge	
Good oral and written communications skills	Essential
Ability to respond quickly and effectively to issues that arise	Essential
Ability to plan, organise and prioritise to meet deadlines	Essential
Excellent attention to detail	Essential
Ability to use IT packages including word processing, spreadsheets and presentation software	Essential
Ability to use relevant office equipment effectively	Essential
Ability to build effective working relationships with colleagues	Essential
Understanding of data protection and confidentiality	Essential
Understanding of safeguarding	Essential

Personal Qualities	
Commitment to promoting the ethos and values of the school and getting the best outcomes for all pupils	Essential
Commitment to acting with integrity, honesty, loyalty and fairness to safeguard the assets, financial probity and reputation of the school	Essential
Ability to work under pressure and prioritise effectively	Essential
Commitment to maintaining confidentiality at all times	Essential
Commitment to safeguarding and equality	Essential
Embraces change well	Essential
Deals with difficult situations effectively	Essential

This job description may be amended at any time in consultation with the postholder.