



## **Two Rivers High School**

### **Post Title – Administrative Assistant (Level 3)**

### **Grade – Grade 4**

### **Date – July 2025**

#### **Statement of Purpose**

To provide efficient administrative support, ensuring effective communication, data management, and organisational processes, while fostering a collaborative environment that enhances the educational experience within the school.

#### **Support to Pupils, Parents and the Community**

- Undertake reception duties, answer routine telephone and face-to-face enquiries and sign in visitors.
- Assist in arrangements for school trips/events etc.
- Provide guidance to staff, pupils and others.
- Assist with pupil welfare duties; liaise with parents/staff, student absence, school lunches etc.

#### **Support to the Organisation**

- Support with school attendance
- Provide routine clerical/administrative support e.g. photocopying, filing, faxing, emailing, completing routine forms, responding to routine correspondence.
- Maintain manual and computerised records/management information systems.
- Produce lists/information/data as required, e.g. pupil data.
- Undertake more complex typing, word-processing and other IT based tasks e.g. assisting in the preparation of minutes, reports and circulars.
- Take notes at meetings, as required.
- Sort and distribute mail.
- Undertake routine administrative procedures e.g. transport arrangements, catering arrangements, interview arrangements.
- Maintain and collate pupil reports/IEP's
- Operate relevant equipment/computer applications (e.g. Word, Excel, databases, spreadsheets, Internet).
- Maintain stock and supplies, cataloguing and distributing as required.
- Operate uniform/snack/other "shops" within the school.
- Provide general advice and guidance to staff, pupils and others.
- Basic first aid.

**Support to School (this list is not exhaustive and should reflect the ethos of the school)**

- Promote and safeguard the welfare of children and young persons you are responsible for or come into contact with.
- Comply and assist with the development of policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Be aware of, support and ensure equal opportunities for all.
- Contribute to the overall ethos/work/aims of the school.
- Establish constructive relationships and communicate with other agencies/professionals.
- Attend and participate in regular meetings.
- Participate in training and other learning activities and performance development as required.
- Recognise own strengths and areas of expertise and use these to advise and support others.

***Note 1: The content of this job description will be reviewed with the post holder on an annual basis in line with the School's performance and development review policy. Any significant change in level of accountability that could result in a change to the grade must be discussed with the post holder and the relevant trade union before submitting for re-evaluation.***

# Person Specification

## Administrative Assistant

### Level 3

Essential Criteria	Measured By
<b>Experience</b> <ul style="list-style-type: none"> <li>General clerical/administrative work</li> </ul>	AF/I
<b>Qualifications/Training</b> <ul style="list-style-type: none"> <li>NVQ 3 Business and Administration or equivalent qualification or experience in relevant discipline.</li> <li>Good numeracy and literacy skills - minimum GCSE grade 4 in Math's &amp; English (or equivalent).</li> </ul>	AF
<b>Knowledge/Skills</b> <ul style="list-style-type: none"> <li>Very good numeracy/literacy skills.</li> <li>Effective use of ICT packages.</li> <li>Full working knowledge of relevant policies/codes of practice and awareness of relevant legislation.</li> <li>Ability to relate well to children and adults.</li> <li>Ability to work constructively as part of a team, understanding school roles and responsibilities and your own position within these.</li> <li>Takes responsibility and accountability.</li> <li>Good organising, planning and prioritising skills.</li> <li>Communicates effectively with good interpersonal skills.</li> </ul>	AF/I
<b>Behavioural Attributes</b> <ul style="list-style-type: none"> <li>Customer focused.</li> <li>Has a friendly yet professional and respectful approach which demonstrates support and shows mutual respect.</li> <li>Open, honest and an active listener.</li> <li>Takes responsibility and accountability.</li> <li>Committed to the needs of the pupils, parents and other stakeholders and challenge barriers and blocks to providing an effective service.</li> <li>Demonstrates a "can do" attitude including suggesting solutions, participating, trusting and encouraging others and achieving expectations.</li> <li>Is committed to the provision and improvement of quality service provision.</li> <li>Is adaptable to change/embraces and welcomes change.</li> <li>Acts with pace and urgency being energetic, enthusiastic and decisive.</li> <li>Communicates effectively.</li> <li>Has the ability to learn from experiences and challenges.</li> <li>Is committed to the continuous development of self and others by keeping up to date and sharing knowledge, encouraging new ideas, seeking new opportunities and challenges, open to ideas and developing new skills.</li> </ul>	

AF – application form

I - interview