**JOB DESCRIPTION**

**Job Title:** Administrative Support Assistant

## Pay Range: A1/B1

**Responsible to:** Finance and Office Manager

## Role: To provide high quality administrative support to office colleagues, and efficient and friendly service to parents and families.

**Main Duties**

1. To work as part of a team, supporting colleagues to deliver an excellent administrative and front office service
2. To organise work tasks and duties to meet agreed service standards
3. To provide a friendly, welcoming reception service, dealing with face to face, telephone and email queries efficiently and effectively
4. To undertake routine administrative tasks, including but not limited to:
* Record keeping, filing, data input and retrieval
* Dealing with incoming and outgoing mail and email
* Receiving and processing deliveries
* Preparing routine correspondence and information packs including letters, newsletters and other school communications
* Photocopying and ensuring supplies of internal forms are kept well stocked
* Updating / maintaining the school calendar
* Updating content on the school website
* Completing routine forms
* Taking telephone messages and dealing with telephone enquiries
1. To act in accordance with the Data Protection Act and maintain confidentiality at all times e.g. access to staff/pupil/parent and carers files.
2. To use IT applications and databases effectively to deliver administrative tasks e.g. attendance registers/school meals
3. To assist with pupil first aid/welfare duties, looking after sick pupils, liaising with parents/staff etc.
4. To assist with arrangements for visits by school nurse, photographer etc.
5. To communicate effectively with colleagues and all other stakeholders in relation to work undertaken (to include but not limited to pupils, governors, parents / carers, visitors, external organisations, LCC departments and government departments)
6. To maintain stock and supplies including monitoring stock levels and ordering resources
7. Collecting parent payments e.g. dinner money, school trips, school club payments including cash and on-line payments including banking and reconciliation of monies
8. Raising and processing of orders and invoices
9. Facilitating meetings including taking minutes
10. To keep accurate records
11. To maintain a tidy and welcoming reception and front office area
12. To prepare and clear away refreshments for visitors, parent events, training events and to facilitate meetings
13. Assist with arrangements of school events/trips etc.
14. To receive, welcome and escort visitors around the school, ensuring school safeguarding procedures are followed
15. To contribute to the safeguarding and welfare of pupils
16. To work with others to help improve work organisation and effectiveness
17. To ensure promotion and support of Equal Opportunities and Health & Safety
18. To undertake any other duties that are commensurate with the post

# PERSON SPECIFICATION

**Job Title: Administrative Support Assistant**

**School: Otley All Saints CE Primary School**

## Pay Range: B1

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| SKILLS | Ess | Des | MOA |
| Able to communicate effectively with a wide range of people | \* |  | A/I |
| Able to file, retrieve, sort and complete documents accurately | \* |  | A/I |
| Able to use a range of office equipment (e.g. printers, photocopiers, fax). | \* |  | A/I |
| Able to process documentation using Word  | \* |  | A//I/T |
| Able to accurately enter/retrieve data from information systems | \* |  | A/I |
| Able to work flexibly as part of a team & Show initiative | \* |  | A/I |
| Able to prioritise work tasks to meet conflicting deadlines  | \* |  | A//I/T |
| Able to demonstrate good numeracy & literacy skills | \* |  | A//I/T |
| Able to understand and follow instructions | \* |  | A//I/T |
|  |
| KNOWLEDGE/QUALIFICATIONS | Ess | Des | MOA |
| Knowledge of school office procedures and practice |  | \* | A/I |
| NVQ Level 3 or equivalent |  | \* | A/C |
| Knowledge of relevant financial regulations to carry out financial transactions | \* |  | A/I |
| Knowledge/qualifications demonstrating ability in numeracy and literacy | \* |  | A/C |
| First Aid at Work / Paediatric First Aid qualification or willingness to undertake this training | \* |  | A/C |
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| EXPERIENCE | Ess | Des | MOA |
| Experience of dealing with queries from a wide range of people | \* |  | A/I |
| Experience in the use of the Microsoft package including Word / Excel / PowerPoint / Publisher  | \* |  | A/I |
| Experience of working in partnership with others to deliver work to set deadlines | \* |  | A/I |
| Experience of organising work tasks and duties to meet appropriate service standards e.g. in terms of timeliness, accuracy and customer care | \* |  | A/I |
| Previous experience of working in a school office environment |  | \* | A/I |
| Experience of school office computer packages e.g. SIMS / FMS |  | \* | A/I |
| Experience of providing customer focussed services | \* |  | A/I |
|  |
| BEHAVIOURAL AND OTHER RELATED CHARACTERISTICS | Ess | Des | MOA |
| Friendly and approachable, able to demonstrate high standards of customer care. | \* |  | I |
| Has a caring disposition, is able to communicate effectively with and care for children of primary school age. | \* |  | I |
| Able to demonstrate an understanding of and a commitment to the safeguarding of children. | \* |  | I |
| Willing to abide by the Council’s Equal Opportunities Policy in the duties of the post, and as an employee of the Council. | \* |  | I |
| Willing to carry out all duties having regard to an employee’s responsibility under the Council’s Health and Safety Policies | \* |  | I |
| To display a responsible and co-operative attitude to working towards the achievement of the service area aims and objectives | \* |  | I |
| An ability to respect sensitive and confidential work. | \* |  | I |
| Commitment to own personal development and learning. | \* |  | I |
|  |

METHOD OF ASSESSMENT(MOA) A = Application Form

T = Test

I = Interview

C = Certificate