# Admin Assistant

## Job Description

Reporting to: Headteacher

**Liaising with:** Parents, students, visitors, colleagues, external suppliers and members of the public/local community

**Grade and Salary:** SRS Band 2, Scale Point 3 - 5

**Statement of Purpose**

To provide an effective and efficient customer service/reception and administrative support service to the staff, parents and pupils , covering a wide range of work roles.

**Specific areas of responsibility and key tasks:**

**Reception duties**

* Act as the front of house and communicate with pupils, staff, parents, and visitors in a friendly and welcoming manner, addressing all queries and concerns appropriately

**Attendance**

* Collate class registers using the school's MIS
* Picking up answerphone messages and updating registers with details
* Running attendance reports on a regular basis and raising any concerns with the Office Manager/Headteacher

**Admissions**

* Produce admissions packs
* Ensure data is input into the system for new starters
* Ensure leavers data is forwarded to relevant schools
* Manage applications for in-year transfers ensuring waiting lists are up to date

**ParentPay**

* Ensure numbers for lunches and clubs are communicated appropriately
* Deal with parental queries
* Produce reports for trips and other payment chasing late payments were appropriate

**School Trips**

* Setting up trips ensuring relevant forms are produced and forwarded
* Make any bookings necessary including comparing transport quotes
* Set up the trip on ParentPay and monitor to ensure payments are being made

**Communication**

* Update the website with content provided by SLT
* Send communications to parents via text and email as directed

**Marketing**

* Assist in setting up visits by prospective parents
* Investigate ways to promote the school to the local community

**General**

* Maintain confidentiality at all times
* Act upon feedback and advice and be open to coaching and mentoring

# Additional Duties

* Perform any task or duty under the reasonable direction of the Operations Manager/Headteacher.

*The St Ralph Sherwin Catholic Multi Academy Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. This post is subject to satisfactory references, which will be requested, prior to interview, an enhanced Disclosure and Barring Service (DBS) check, medical check, evidence of qualifications plus verification of the right to work in the UK.*

*Whilst every effort has been made to outline the key duties and responsibilities of the role, it is not an exhaustive list. The duties and responsibilities of the role may vary from time to time, commensurate with and without changing the general character of the duties or the level of responsibility entailed and would not in itself justify a reconsideration of the grading of the post.*

## **Admin Assistant**

## Person Specification

|  |  |  |
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| **A Training and Qualifications** | **Essential** | **Desirable** |
| Five GCSEs including a minimum of GCSE (or equivalent) grade C in English and Mathematics | **Y** |  |
| Level 3 qualification in business administration or equivalent experience |  | **Y** |
| Evidence of commitment to continuing professional and personal development  | **Y** |  |
| **B Experience** |  |  |
| Experience of working in a busy admin/secretarial position | **Y** |  |
| Experience of working in a school office |  | **Y** |
| **C Professional Knowledge and Skills** |  |  |
| A commitment to continual professional development  | **Y** |  |
| Excellent ICT skills | **Y** |  |
| Excellent verbal and written communication skills | **Y** |  |
| Excellent planning, organisation and negotiation skills | **Y** |  |
| Knowledge of school administrative systems  |  | **Y** |
| **D Personal Attributes** |  |  |
| Willingness to support Catholic life in schools | **Y** |  |
| Professional, friendly and approachable and able to relate well to staff, students and visitors  | **Y** |  |
| Excellent telephone manner  | **Y** |  |
| Able to adapt to changing circumstances and new ideas | **Y** |  |
| Attention to detail | **Y** |  |
| Can-do attitude and solution focussed approach | **Y** |  |
| Ability to be respectful and promote equality of opportunity and diversity | **Y** |  |
| **E Safeguarding** |  |  |
| Understanding of responsibilities of the Trust and schools in ensuing compliance with all relevant legislation  |  | **Y** |