**ADMINISTRATIVE ASSISTANT (Student Services - Pastoral)**

**JOB DESCRIPTION**

**Hours of work:** 25hours per week term time only. The required working hours are Monday to Wednesday

**Salary:** Scale H4

**Reports to:** Student Services Manager

**Main duties and responsibilities:**

**Administrative Assistants may be asked to undertake any role in Student Services, the Main Office or in the Faculties, depending on the needs of the school – see attached job description. The following duties are particular to this role:**

1. Word processing of any letters, reports, minutes and work supporting the role and function of student support and pastoral care, required by the Deputy Headteacher Student Support, Assistant Headteachers and Year Co-ordinators.
2. Administration of all new mid-year student admissions into school, obtaining previous school records, liaising with Admissions (Education Department) at the Civic Centre, completion of all administration covering students being placed on or off the school roll, completing SIMS records and entering leaving dates and destinations for all Year 11.
3. To keep the management team informed of any changes to the school roll.
4. To attend Student Services Leadership Team meetings, arrange refreshments, take precise and accurate minutes of same and circulate as appropriate.
5. Compiling staff list for parents’ evenings and ensuring name plates are available.
6. To be responsible for producing exclusion, detention and other behaviour related letters and all associated paperwork.
7. Keeping accurate records and monitoring exclusions and detentions on SIMS system and school database.
8. General typing and administrative duties such as filing, distributing post to the staffroom and photocopying as required.
9. Answering and dealing with telephone and email enquiries and queries from parents and the general public when required in a professional and timely manner.
10. Dealing face to face with students and members of staff with their enquiries or problems.
11. To work as part of the Student Services team, carrying out reception duties as required.
12. To drive the minibus if required, subject to training being carried out and licence requirements.
13. To act as a first aider. Appropriate training will be given.
14. To carry out duties and responsibilities commensurate with the post necessary for the smooth running of the school as set out on the attached generic Administrative Assistant job description and person specification and as required by the Headteacher, his PA or the Student Services Manager.

NB Administrative roles at Nower Hill High School are subject to change over time, by negotiation, depending on the needs of the school and/or professional development.

**ADMINISTRATIVE ASSISTANT (Student Services - Pastoral)**

**PERSON SPECIFICATION**

**Essential:**

* Relevant and successful experience of working in an administrative / clerical role;
* To be committed to providing support of a high quality;
* To manage time effectively and efficiently, to prioritise work, be well organised and accurate;
* Knowledge of and the ability to use computers, including standard office software;
* Quick and accurate typing skills;
* To be flexible in approach and happy to do whatever is required;
* To be positive and believe in the importance of team work and a collaborative approach;
* To maintain good humour when under pressure;
* Intelligence and the ability to show initiative;
* To be able to express her/himself clearly and accurately both orally and in writing;
* To be prepared to adapt and learn systems in operation;
* Good customer skills and to present the school in a professional, courteous, friendly and business-like manner, including dealing with visitors and telephone calls;
* Excellent attendance & punctuality;
* To be committed to the principles and practice of equal opportunities;
* To be willing to learn to drive the school minibus; and
* To be willing to undertake first aid training

**Desirable:**

* Current and/or previous experience of successful work in a school or college; and
* Experience of using SIMS

**ADMINISTRATIVE ASSISTANT**

**JOB DESCRIPTION**

**Main duties and responsibilities:**

1. To carry out administrative tasks that may arise in the Main Office or Student Services. Training will be given as required. These tasks range from working with/in:
	* Faculty Administration (to include filing and faculty inventories)
	* Reception
	* Telephone
	* Postage
	* Visitor Co-ordination
	* Cover for Medical Room
	* Cover for Reprographics
	* Minutes of meetings
	* Bulletin
	* Data entry
	* InTouch
	* Ordering
	* Word processing and use of Excel
	* Managing foyer student work
	* Message co-ordination
2. Willing to undertake and make future use of any training which the school deems necessary or desirable, such as first aid training and driving the minibus (subject to licence requirements).
3. If you are bilingual or intermediate in another language, to be prepared to attend, occasionally and by prior arrangement, Parents’ Evenings to support in translating for parents, for which time off in lieu will be given.
4. To invigilate examinations as required, for which time off in lieu will be given if the work falls outside of normal working hours.
5. On a rota basis and with plenty of notice, to provide administrative support on the exam results days in August, for about 4 hours each day, for which time off in lieu will be given on an INSET day.
6. In addition to the above, any other administrative task requested by the Deputy Headteacher Student Support and/or the Headteacher.

**ADMINISTRATIVE ASSISTANT**

**PERSON SPECIFICATION**

**Essential:**

* to relate positively to students and be helpful and patient
* to have good customer care skills when dealing face to face and over the telephone with students, parents, visitors and staff
* to present the school in a professional, courteous, friendly and business-like manner
* to possess a pleasant personality and a good sense of humour
* to be smart and presentable
* to have excellent IT skills especially in word and excel
* to pay attention detail in all work produced
* to be very well organised, methodical and accurate
* to view constructive criticism as positive input
* strong desire to develop own skills and to support others in developing their skills
* to be flexible in approach and happy to do whatever is required
* to have excellent attendance and punctuality
* to have a positive outlook and a “can do” approach; show initiative and a willingness to work as part of a team
* to be committed to the principles and practice of equal opportunities
* to be committed to student welfare and safeguarding principles of the school

**Desirable:**

* to have experience of working in an administrative / clerical role
* current and/or previous experience of successful work in a school or college
* experience of using SIMS