

**Part A - Grade & Structure Information**

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| **Job Family Code** | **5BF** | **Role Title** | **Administrative Assistant** |
| **Grade** | **P5** | **Reports to (role title)** | **Office Manager** |
| **JE Band** | **161-191** | **School** | **The Howard Partnership Trust** |
| **Date Role Profile created** | **February 2020** |
| **Part B - Job Family Description**The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. THPT reserves the right to review and amend the job families on a regular basis. |
| **Role Purpose**including key outputs | Below is a list of typical activities, however this list is not exhaustive:Welfare: * To commit to be a designated safeguarding officer to support the designated safeguarding team
* To administer first aid and medicine to pupils as required, in keeping with the school’s policy and order first aid supplies as necessary
* To liaise with parents regarding pupils’ sickness/injury – including updating Medical Tracker
* To assist with visits from the school nurse, dentist etc.

Attendance* To monitor the late arrival of pupils and maintain an accurate and up to date paper-based records and files for the Office Manager to access to update SIMS
* To contact parents/carers to establish the reasons for pupils’ absenteeism by telephone and letters
* To work closely with the Office Manager, Inclusion Leader, Surrey Inclusion Officer and Principal to establish and agree upon authorised absences and agree actions accordingly

Reception * To be a point of contact for both telephone and face to face enquiries and take messages where appropriate
* To ensure school security arrangements are always complied with, including the issue of visitor’s badges, and signing the visitors into the school system
* To accept and sign for deliveries as appropriate
* To collect, record and issue receipts for School Fund monies as required, including school uniform, trips, swimming etc
* To assist in arrangements for meetings

Working with families:* To build relationships with families and supporting them with any problems, issues, and concerns. Reporting these on when needed to the relevant staff member
* For parents who do not speak English as their first language arrange for an interpreter
* To supervise / liaise with the Office Manager to ensure all new parents have an induction to the school
* To support families with their free school meal applications

Administration:* To produce letters, memorandums, and correspondence via Tucasi
* To accurately maintain the shared whole school calendar and update the school information
* To undertake clerical duties arising from school meals provision
* To assist with the monitoring and maintenance of stock and order supplies as necessary
* To undertake filing and photocopying as required, including the basic maintenance of the photocopier
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| **THPT Work Context and Generic Responsibilities** | Maintain confidentiality in and outside of the workplace.Be pro-active in matters relating to health and safety and report accidents as required.Support aims and ethos of the school setting a good example in terms of dress, behaviour, punctuality and behaviour, punctuality and attendance.Uphold and support the School’s Policies and procedures on the Safeguarding of young people. |
| **Line management responsibility**if applicable | N/A |
| **Budget responsibility**if applicable | N/A |
| **Representative Accountabilities** Typical accountabilities in roles at this level in this job family | **Analysis, Reporting & Documentation**• Ensure information and records are processed and stored to agreed procedures.• Assist in providing and manipulating basic data for statistical and other reports. May run and present standard reports.• Prepare and despatch a range of standard correspondence /documents to ensure an efficient response to enquiries and timely conclusion of any process connected with the defined area of activity.**Service Delivery**• Deliver a range of administrative and/or customer/consultancy services in support of existing systems or processes to agreed standards, to maximise service quality and continuity.• Receive and respond to everyday enquiries from customers to provide a timely, courteous and efficient service.**Planning & Organising**• Support a group of senior staff, ensuring confidentiality, and assisting in the effective organisation of internal/external meetings and activities to support a high standard of office organisation.• Assess the range and volume of work to be undertaken for the days ahead and plan to ensure it is completed to time and to an appropriate standard.**Finance/Resource Management**• Follow established ordering procedures to ensure adequate resources are available to meet work requirements.**Work with others**• Receive visitors and provide/request basic information in a courteous manner to promote a positive image of the work unit.**Duties for all**Values: To uphold the values and behaviours of the organisation.Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others. To have regard to and comply with safeguarding policy and procedure as appropriate. |
| **Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics** | • Minimum 3 GCSEs at Grade C or above, or equivalent, or able to evidence ability at an equivalent level.• Familiar with one or more of the specific processes used in business, communication, financial or HR administration.• Ability to apply relevant health and safety, equality and diversity, and other county/service policies and procedures.• Competent in a range of IT tools.• Ability to work with others to achieve objectives and provide excellent customer service.• Good written and oral communication skills with the ability to build sound relationships with staff and customers.• Ability to prioritise and plan own workload in the context of conflicting priorities.• Experience of working in a busy office environment. |
| **Details of the specific qualifications and/or experience if required for the role in line****with the above description** | The successful candidate will be subject to a satisfactory enhanced disclosure from the Disclosure and Barring Service (DBS). THPT is committed to the safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. |
| **Role Summary** | Roles at this level provide a business support service as part of a specific service or service team. They work within established processes and procedures, resolving problems or querieswith the more complex issues referred to others. They support more senior staff by executing the detailed processes in specific aspects of business, financial, communication, facilitiesand/or HR administration and will be fully versed in all procedures of their specialism. They will be subject to supervision but will be expected to organise their own workload and set their own priorities within short, e.g. day-to-day timescales. They may support a group of more senior staff with some of the more routine duties and ensure matters are dealt with appropriately when they are out of the office. Some roles at this level may be more restricted in terms of variety or organisation of tasks than others. Where this is the case, customer service may be the predominant feature.  |

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