CHILDREN AND LIFELONG LEARNING – HR SERVICES

School				
Job No.	**Post Title**	**Grade**	**JE Pts**	**Date**
J1572	**Clerical Assistant Level 2**	Grade 3	344 NJC	April 2008

Statement of Purpose

To work under the direction and guidance of senior staff to provide general clerical, administrative and financial support to 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 with pupil welfare duties; liaise with parents/staff etc.
- Assist in arrangements for school trips and events etc.

Support to the Organisation

- 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.
- Sort and distribute mail.
- Undertake routine administrative procedures e.g. transport arrangements, catering arrangements, interview arrangements.
- Maintain and collate pupil reports.
- Undertake routine administration of school lettings and other uses of school premises.
- 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.
- Undertake routine financial administration e.g. processing orders, receipt, recording and banking of monies due to the school.
- 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.
- Be aware of and comply with 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.
- Appreciate and support the role of other professionals.
- Attend and participate in relevant meetings as required.
- Participate in training and other learning activities and performance development as required.
- Demonstrate, give advice & guidance to, or train other employees, students or trainees on own duties.

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.

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Person Specification
Clerical Assistant Level 2

Essential Criteria	Measured By
Experience • General clerical/administrative/financial work.	AF/I
Qualifications/Training • NVQ 2 Business and Administration or equivalent qualification or experience in relevant discipline. • Good numeracy and literacy skills.	AF/I
Knowledge/Skills • Effective use of ICT packages. • Ability to use relevant equipment/resources. • Good keyboard skills. • Knowledge or relevant policies/codes of practice and awareness of relevant legislation. • Ability to work constructively as part of a team. • Ability to relate well to children and to adults. • Good organising, planning and prioritising skills. • Methodical with a good attention to detail.	AF/I

Behavioural Attributes • Customer focused. • Has a friendly yet professional and respectful approach which demonstrates support and shows mutual respect. • Open, honest and an active listener. • Takes responsibility and accountability. • Committed to the needs of the pupils, parents and other stakeholders and challenge barriers and blocks to providing an effective service. • Demonstrates a "can do" attitude including suggesting solutions, participating, trusting and encouraging others and achieving expectations. • Is committed to the provision and improvement of quality service provision. • Is adaptable to change/embraces and welcomes change. • Acts with pace and urgency being energetic, enthusiastic and decisive. • Communicates effectively. • Has the ability to learn from experiences and challenges. • 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.	AF/I

AF - Application form I - Interview

Note 1:
In addition to the ability to perform the duties of the post, issues relating to safeguarding and promoting the welfare of children will need to be demonstrated these will include:

- ***Motivation to work with children and young people.***
- ***Ability to form and maintain appropriate relationships and personal boundaries with children and young people.***
- ***Emotional resilience in working with challenging behaviours and***
- ***Attitudes to use of authority and maintaining discipline.***