

## **Brighthouse High School**

### **Job Description**

**Post Title:** General Office Clerical Assistant

**Post Grade:** APT & C Scale 3 points 14 - 17

**Hours:** 37 hours per week, Term Time Only.

**Reports To:** Chief Operations Officer / Headteacher

### **Job Purpose**

To provide efficient and effective administrative support within the school office, contributing to the smooth day-to-day running of the school and ensuring a professional front-of-house service to all pupils, parents, staff, and visitors.

### **Main Duties and Responsibilities**

#### **Office Administration**

- Maintain and update pupil records using Bromcom.
- Respond to telephone, reception and pupil window enquiries professionally.
- Carry out general clerical duties including filing, photocopying, and typing.
- Process post and internal communications.
- Support with attendance administration.
- Manage pupil-facing systems including uniform issues, locker keys, lost property, and planner purchases.
- Provide administrative support for maintaining in-year pupil transfers, suspensions and FSM records.
- Communicate with parents regarding student matters (e.g. MCAS messages for absence, detentions, no lunch money, etc.).
- Handle incoming payments from students and maintain accurate records.

## **General Duties**

- Uphold the school's policies and procedures relating to safeguarding, health and safety, confidentiality and data protection.
- Promote equal opportunities and inclusion.
- Develop positive relationships with staff, students, parents and external agencies.
- Attend training, meetings and participate in performance development activities.
- Contribute to the wider aims and ethos of the school and trust.

## **Supervisory Responsibilities**

- Supervise students at reception and pupil window as required.

## **Skills and Attributes**

- Strong organisational and communication skills.
- Ability to prioritise changing workloads and multitask under pressure.
- High level of accuracy and attention to detail.
- Proficiency with school systems (e.g. Bromcom) and Microsoft Office.
- Confidence in liaising with staff, students, parents and external agencies.

## **Other Requirements**

- Holder of a First Aid Certificate or willingness to undertake training.
- A flexible, proactive and solution-focused approach.