

**SUPPORT STAFF
JOB DESCRIPTION**

ROLE TITLE	Office Admin Assistant and Receptionist
CONTRACTED HOURS	37 hours per week / 38 weeks per year
LOCATION	Castle Manor Academy (may be deployed across the trust)
GRADE / SCALE POINT – SALARY	3 (below the bar)
REPORTING TO	Office Manager

INTRODUCTION

All Unity Schools Partnership schools embrace a strong set of values which ensure that pupils learn how to take their place in modern Britain. Every member of staff is required to uphold and promote the values of the Trust in every aspect of their work performance.

JOB PURPOSE

To provide administrative support across the school to ensure the safe and smooth-running of the main office and its functions.

KEY TASKS & RESPONSIBILITIES

1. Main office admin

Under the direction of the Office Manager, undertake all admin tasks as required, including paper and electronic filing, reprographics, checking orders, sending letters, updating student records, managing communications to the school's generic email address, dealing with routine generic items such as student phone calls, lost property and confiscations and other items requested by teaching staff, referring more complex issues as appropriate.

2. Reception

To work on the main reception in a rota with other team member and provide warm welcomes to visitors, support parents and students and answer telephone queries.

3. Student Hatch

To provide support to students at the student hatch solving issues such as lost property, timetable queries, phone calls home.

4. First Aid and medical room

To provide first aid and medical room support for both staff and students, including following medical and first aid procedures, administering medication and completing accurate records

SAFEGUARDING

Unity Schools Partnership is committed to safeguarding and promoting the welfare of children and young persons at all times.

The post holder, under the guidance of the Headteacher, will be responsible for promoting and safeguarding the welfare of all children with whom he/she comes into contact, in accordance with the Trust's and the school's safeguarding policies. The post holder is required to obtain a satisfactory Enhanced Disclosure from the Disclosure and Barring Service (DBS).

GENERAL

1. Actively contribute to and promote the overall ethos and values of the School and the wider Trust.
2. Participate in training and other learning activities and performance development as required.
3. Maintain consistent high standards of professional conduct, tact and diplomacy at all times in dealings with pupils, parents, staff colleagues, external agencies and any other visitors to the school or wider Trust.
4. Maintain absolute confidentiality and exercise discretion with regard to staff / pupil information and the Trust's business at all times.
5. Act as an ambassador for the School and the wider Trust within the local community and beyond, ensuring that the ethos and values of the Trust are promoted and upheld at all times.
6. Undertake any other reasonable tasks and responsibilities as requested by the Senior Administration Officer or a member of the Senior Leadership or Trust Executive Leadership Teams which fall within the scope of the post.

CRITERIA	ESSENTIAL	DESIRABLE
KNOWLEDGE		
Technical or Specialist		•

Literacy and Numeracy	<ul style="list-style-type: none"> • Secondary education up to GCSE level or equivalent including a C or equivalent in Maths and English • Demonstrable expertise in a range of relevant office procedures • Ability to set out letters / documents and to use grammar correctly • Able to carry out reasonably complex calculations accurately • High level computer literacy • Able to main routine records 	<ul style="list-style-type: none"> • Knowledge of computer systems relevant to the school
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PERSON SPECIFICATION

Organisational	Well organised and methodical with attention to detail.	<ul style="list-style-type: none"> • Knowledge of basic health & safety responsibilities and safeguarding procedures • Knowledge of school administrative procedures • Experience of taking minutes
Equipment / Materials	<ul style="list-style-type: none"> • High level, accurate keyboard skills • Able to use / operate general office equipment e.g. printers, photocopiers, binders, computers 	
Research		<ul style="list-style-type: none"> • Broad understanding of government initiatives and their impact on the school
Problem Solving	<ul style="list-style-type: none"> • Ability to check stock deliveries accurately • Identify variations from accepted patterns or missing documentation or other unusual aspects and investigate or refer upwards 	
Planning	<ul style="list-style-type: none"> • Organised and methodical approach to school activities 	

	<ul style="list-style-type: none"> • Ability to prioritise own workload 	
Interpersonal and Communication	<ul style="list-style-type: none"> • Tact and diplomacy second nature • Articulate with a good grasp of the English language • Ability to remain calm under pressure • Patience and tolerance when dealing with parents / pupils who may be upset or appear unreasonable • Understanding of the necessity and ability to maintain absolute confidentiality • Pleasant and helpful telephone and face to face manner • Ability to function effectively as part of a team 	
Keyboard	<ul style="list-style-type: none"> • High level keyboard skills 	
Manual Skills	<ul style="list-style-type: none"> • Routine manual handling skills 	
Level of Autonomy	<ul style="list-style-type: none"> • Able to make day-to-day decisions about own workload, within general guidelines and procedures • Able and willing to use own initiative in solving semi-routine tasks. Know and understand when to refer upwards 	