

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>4BF</b>	<b>Role Title</b>	<b>Administration Assistant - Reception</b>
<b>Grade</b>	<b>S4</b>	<b>Reports to (role title)</b>	<b>Office Manager</b>
<b>JE Band</b>	<b>135-160</b>	<b>School</b>	<b>Woodlands School</b>
		<b>Date Role Profile was created</b>	<b>July 2024</b>

## 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. The Council reserves the right to review and amend the job families on a regular basis.

<b>Role Purpose</b> including key outputs	To support the education of the pupils within the school by undertaking a range of clerical and administrative duties. Key accountabilities include managing access to the Primary campus, managing the telephone reception function in an efficient and professional manner; procuring goods and services for the whole school on the best available terms, in accordance with stated delivery schedules and specifications; FSM applications, dinner letters, holiday meal vouchers; managing the collection, banking and distribution of monies in a timely and accurate manner
<b>Work Context</b>	Woodlands School is a special school for pupils aged 2-19 with severe learning difficulties, complex needs and autistic spectrum disorders. The site has extensive grounds, and is split into 2 buildings with a public footpath through the middle. Accurately data handling, liaising with the alternate site and providing a consistent service to all service users is a vital part of the role. The school offices are busy working environments and it is important that all members of the Office team work together and can cover each other's roles to provide a seamless, professional and efficient service to the rest of the school such that it supports outstanding teaching and learning.

<b>Line management responsibility</b> if applicable	None
<b>Budget responsibility</b> if applicable	None
<b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family	<p>Analysis, Reporting &amp; Documentation</p> <ul style="list-style-type: none"> <li>• Organise information to agreed procedures by filing, data entry, checking/matching data etc to ensure accurate records are maintained.</li> <li>• Prepare and dispatch a range of routine documents to meet the daily priorities in their area of responsibility.</li> </ul> <p>Service Delivery</p> <ul style="list-style-type: none"> <li>• Carry out administrative and/or support activities to contribute to the smooth running of the work unit.</li> <li>• Receive and respond to everyday enquiries from customers to provide a timely, courteous and efficient service to others.</li> </ul> <p>Planning &amp; Organising</p> <ul style="list-style-type: none"> <li>• Organise routine meetings, make arrangements and bookings under clearly defined instructions and maintain diaries.</li> <li>• Help to prepare straightforward materials to assist in the effective organisation of internal/ external activities</li> <li>• 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.</li> </ul> <p>Finance/Resource Management</p> <ul style="list-style-type: none"> <li>• Follow set order procedures to ensure adequate low value supplies and resources are available to meet office/work unit requirements.</li> </ul> <p>Work with others</p> <ul style="list-style-type: none"> <li>• Receive visitors and provide basic information in a courteous manner</li> </ul>

	<p>to promote a positive image of the work unit.</p> <p>Duties for all  Values: To uphold the values and behaviours of the organisation.  Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.  Health, Safety &amp; 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.</p>
<p><b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b></p>	<ul style="list-style-type: none"> <li>• Minimum 3 GCSEs at Grade C or above, or equivalent, or able to evidence ability at an equivalent level.</li> <li>• Working knowledge of relevant systems, equipment, processes and procedures.</li> <li>• Ability to apply relevant health and safety, equality and diversity, and other County/Service policies and procedures.</li> <li>• Competent in a range of IT tools.</li> <li>• Ability to work with others to achieve objectives and provide excellent customer service.</li> <li>• Ability to communicate clearly orally and in writing.</li> <li>• Accuracy and ability to prioritise and organise own workload.</li> <li>• Previous office experience to enable jobholder to deal with administrative procedures confidently.</li> </ul>

<p><b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b></p>	<p>Excellent numeracy and literacy skills Enhanced DBS</p>
<p><b>Role Summary</b></p>	<p>Roles at this level support service users and/or staff as part of a specific service or team. They typically provide administrative or procedural support working on a broad range of routine activities within well established procedures. They will work in teams under the guidance of more senior colleagues and will be expected to be able to plan and organise their own workload, on an hour-to-hour and day-to-day basis within clear procedures. They will need to understand the objectives of the department sufficiently to allow them to time and sequence tasks so that they can support the work of others effectively.</p>