



## Role profile for School Office Assistant (Pastoral admin and Reception)

---

<b>Accountable to:</b>	Assistant Headteacher
<b>Accountable for:</b>	N/A
<b>Location:</b>	Oathall Community College
<b>Grade:</b>	4

---

### Job Summary

The postholder will undertake administrative duties for pastoral matters as well as providing reception cover. They will be the main point of contact for the 'on-call' system, coordinating requests for staff to attend incidents involving students.

### General office duties

- Undertake office administration tasks to support the pastoral function such as typing letters for staff, sending emails to parents using Bromcom/MCAS, answering phones etc.
- Coordinate the duty call-out system, triaging staff to attend incidents.
- Providing administrative support for the college behaviour and achievement systems (achievement events, behaviour events, detentions etc.)
- Assist the receptionists with day to day reception duties at busy times and if reception colleagues are absent for any reason. (to include answering emails/phones, meeting visitors etc.)
- As directed, assist with data protection administration for example FOI requests, subject access requests

### Customer Care and Presentation

- Provide high standards of customer care, so that the reputation of the College is enhanced.
- Assist visitors with queries in a professional, courteous and friendly manner, so that customer care standards are met, and complaints kept to a minimum.

### Any Other Duties below but not limited to

- To maintain confidentiality and observe data protection and associated guidelines where appropriate.
- To carry out the duties and responsibilities of the post in compliance with the School's Equal Opportunities Policy.



## **Role profile for School Office Assistant (Pastoral admin and Reception)**

- Observe all Oathall Community College practices relating to child protection, security, fire and emergency and Health and Safety.
  - To carry out any other reasonable duties and responsibilities within the overall function, commensurate with the level of responsibilities of the post.
  - Participate in in-service training as appropriate to the role.
- 

### **PERSON SPECIFICATION**

#### **Knowledge**

##### *Essential*

Numerate & literate (GCSE and above)

Computer literate and able to type (must be able to answer emails professionally and promptly)

##### *Desirable*

Ability to use other Microsoft office software applications such as Excel, PowerPoint.  
Secretarial or administration qualification

#### **Skills**

##### *Essential*

Able to communicate clearly and effectively, both orally and in writing

Able to arrange a personal work schedule and operate effectively with a minimum of formal supervision

A team player

Ability to use own initiative

#### **Experience**

##### *Essential*

Has experience of working with the general public

Has worked as part of a team

Has worked in an office environment and has good experience of office administration (post systems, telephone systems, email etc.)

##### *Desirable*

Has previous similar experience working in a school (voluntary or paid)