

Job Description

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|---------------------|---------------------------------|
| Job Title | Senior Administration Assistant |
| Grade/Salary | Grade 5 (Scale Point 7 – 11) |
| Reporting To | Office Manager |

Job Purpose

- To provide an efficient and professional administration service to pupils, staff, visitors, parents and other internal and external enquirers.
- To provide general administration, financial administration and data input support to the school as required.
- To provide pupil/first aid welfare duties as required.
- To demonstrate an ability to work effectively as part of a team.

Key Responsibilities and Accountabilities

The post holder will:

- Deputise for the Office Manager in their absence, allocating tasks and work across the administration team.
- Provide a professional, efficient and effective administration service as part of the administration team, undertaking receptions duties, as required.
- Ensure all visitors are appropriately greeted and registered on the school visitor management system, escorted where required, and display a visitor ID badge.
- Assist in maintaining and updating pupil records (electronic/paper) as required.
- Maintain record and information systems within Trust Policies and Procedures.
- Produce data or other information as required.
- Sort and distribute mail.
- Ensure routine enquiries at reception or by telephone are dealt with efficiently and effectively, or, more complex matters are referred to the appropriate member of staff.
- Provide photocopying, filing and document distribution support as required.
- Support the maintenance of school record and information systems as required.
- Input and process pupil data, collecting and updating databases.
- Support with the management of the school's admin inbox, recruitment inbox and attendance voicemail box.
- Support the Office Manager in the administration of the recruitment process, including interview arrangements, pre-employment checks, and inductions for new starters.
- Assist with pupil first aid/welfare duties, looking after sick pupils, liaising with parents/staff etc.
- Assist in the communication, organisation and administration of any school activities/events, educational visits and before/after school clubs.
- Assist in the collection, recording and banking of cash received for school activities ensuring that the Trust Financial Regulations and Procedures are followed at all times.
- Contact parents to provide information, pass on messages or make appointments.
- Provide administration support to meetings, conferences or large events that take place in school.

- Support the Office Manager with co-ordination of the school's complaints processes.
- Support with the administration and organisation of school marketing activities, including arrangement for open evenings, parents' evenings and other community events.
- Undertake day to day financial administrative duties as required including but not restricted to the prompt recording of transactions relating to goods and supplies on the Trust Financial Information system.
- Advise the Director of Finance and Estates if fraudulent activities are suspected or uncovered;
- Work as part of the administration team, identifying and suggesting improvements to internal administration processes and systems.

Responsibilities for people (line management)

- Day-to-day responsibility to allocate work, in the short-term absence of the Office Manager.

Responsibilities for Resources

- Effective use of materials and resources.
- Safeguard the security of cash through diligent adherence to cash handling procedures.

Responsibilities for Budgets

- None.

Performance Management and Review

- Objectives and professional development plans will be balanced between the Trust, personal and school-focused objectives and will be formally agreed with your line-manager at the start of the review period. Ongoing support and monitoring will be provided through regular 1:1s, peer support, and external mentoring or CPD where required.
- The annual appraisal process will be used to assess performance against agreed objectives and professional development plans in accordance with the Trust Performance Management Policy.

Core responsibilities and duties

All postholders are required to:

- Ensure that you understand and comply with the Trust Health and Safety Policy by following the relevant procedures that are in place.
- Read, uphold and promote the safety and well-being of pupils as set out in the Trust safeguarding procedures.
- Promote high standards of personal professional conduct in accordance with the Trust Employee Code of Conduct.
- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, data protection and confidentiality, reporting all concerns to an appropriate person.
- Be aware of and support difference and ensure equal opportunities for all.
- Contribute to the overall vision and values of the Trust.
- Appreciate and support the role of other professionals.
- Work effectively as part of team.

- Attend relevant meetings, as required.
- Participate in training and other learning activities and performance development as required.
- Treat all users of the school with courtesy and consideration.
- Present a positive personal image, contributing to a welcoming school environment which supports equal opportunities for all.
- Be proactive in seeking appropriate advice and guidance where required.
- Flexible and willing to work between different sites as required.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

Person Specification

| | | | Assessed by: | |
|---------------------------------|--|------------------------|--------------|-------------------|
| No. | Categories | Essential or Desirable | App Form | Interview or Task |
| Qualifications/Training | | | | |
| 1. | At least 5 GCSE's (or equivalent), including English and Mathematics at grade C or higher. | E | ✓ | |
| 2. | Qualifications in Business Administration or Secretarial Skills (Level 2 or 3). | D | ✓ | |
| 3. | Understanding of Safeguarding and Child Protection issues. | D | ✓ | ✓ |
| Experience | | | | |
| 4. | Experience of basic technology, PC, internet, MS Office packages. | E | ✓ | ✓ |
| 5. | Experience of working in an administrative role (paid or unpaid). | E | ✓ | ✓ |
| 6. | Experience of working in a school environment. | D | ✓ | ✓ |
| 7. | Front of house/reception services experience. | E | ✓ | ✓ |
| 8. | Customer service experience and the principles of good customer service. | E | ✓ | ✓ |
| 9. | Experience of reviewing and implementing changes to administration systems. | D | ✓ | ✓ |
| 10. | Experience of dealing with difficult situations. | D | ✓ | ✓ |
| Abilities, Skills and Knowledge | | | | |
| 11. | Work as an effective team member and apply directions/instructions. | E | ✓ | ✓ |
| 12. | Able to apply written and verbal instructions. | E | ✓ | ✓ |
| 13. | Able to prioritise tasks and proactively manage conflicting deadlines. | E | ✓ | ✓ |
| 14. | Able to communicate effectively with a range of people (adults and children). | E | ✓ | ✓ |
| 15. | Able to use initiative, with some guidance and support from the line manager. | E | ✓ | ✓ |
| 16. | High personal standards. | E | ✓ | ✓ |
| 17. | Able to seek support, when required. | E | ✓ | ✓ |
| 18. | An excellent record of attendance and punctuality. | E | ✓ | |
| 19. | Reliability, integrity and stamina. | D | ✓ | |
| 20. | Respect confidentiality; | E | ✓ | ✓ |
| 21. | Commitment to personal development and Learning. | D | ✓ | ✓ |