

## Job Description Support Staff

Role:	Senior Administrator/Receptionist
School:	Beckfoot Oakbank
Salary/Grade:	<b>BAND 5 - SCP 4 -6</b>
Reporting to:	School Services Manager

### Core Purpose of the Post:

To assist in the provision of high-quality professional, flexible, proficient, and constructive clerical, administration, financial support and reception service to the school.

This role involves engaging with students in regulated activity relevant to children.

May from time to time be required to undertake other duties commensurate with the grade and level of responsibility defined in this job description.

### Main Duties and responsibilities:

- Provide routine clerical support e.g. record and circulate messages to other members of staff, photocopying, filing, scanning, faxing, emailing, complete routine forms, sort and distribute mail, ensuring supplies of internal forms are kept well stocked.
- Maintain manual and computerised systems.
- Maintain and collate pupil reports.
- Data inputting of computerised records/management information systems.
- Produce data/information/basic reports as required e.g. pupils' data.
- Undertake typing, word-processing and other IT based tasks.
- Undertake routine administration, e.g. registers/school meals/arranging and coordinating meetings on behalf of other school staff/room bookings/minute taking/retrieve and communicate information as appropriate to the needs of the school/school lettings and other uses of school premises.
- To give advice and guidance as appropriate, making decisions regarding individual visitors/callers in terms of the advice and information provided and using some judgement within established procedures and guidelines, liaising with other staff within the school and assessing the level of urgency.
- To support/assist in the supervision of students on work experience, trainees and voluntary helpers.
- Undertake reception duties providing a high level of customer service, answering routine telephone and face to face enquiries and signing in visitors.
- Assist with pupil first aid/welfare duties, looking after sick pupils, liaising with parents/staff etc.
- Assisting with arrangements for visits by school nurse, photographer etc.
- Will work under supervision and on occasion under own initiative, working to the priorities set by the Office Manager/Headteacher.

### Supervision and range of decision making:

To work under the instruction/guidance of the Office Manager/Headteacher from whom they will receive formal supervision and who will allocate work when necessary. However, much of the work is self-generating, and the post holder will be expected to work within established procedures and guidelines and to prioritise day-to-day work, referring only exceptional or complex queries to senior members of staff. In the absence of the Office Manager you would be expected to liaise with senior team members to ensure continuation of essential services.

### Communications and working with others:

- Promote the Trusts values, core purpose, and key principles

- Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.
- Will have contact with members of the public/other professionals e.g. teaching staff, directors, parents/carers, community groups, local education authority, external providers etc.

### Resources:

- Responsible for the safe keeping of office equipment and secure storage of supplies.
- Operate relevant office equipment/ICT packages e.g. MS Office, internet, databases, SIMS, photocopier, computer.
- Maintaining stock and supplies and prepare information to help in the processing of orders, checking delivery notes, cataloguing, and distributing as required.

### Professional development:

- Commitment to own personal and professional development, being prepared to undertake training relevant to the post.

### Other Considerations:

- To be aware of and comply with policies and procedures relating to child protection; being vigilant for signs that children may be being abused and to report any such suspicions to the school's nominated Child Protection Co-Ordinator or the Headteacher.
- To act in accordance with the Data Protection Act and maintain confidentiality at all times e.g. access to staff/student/parent and carer files.
- Accept and commit to the principles underlying the Schools Equal Rights policies and practices.
- Be able to perform all duties and tasks with reasonable adjustments, where appropriate, in accordance with the Equality Act.
- Available to work during school hours during term time and a willingness to be flexible as may be required to attend staff meetings/training sessions outside of usual hours.
- To participate in and organise extracurricular activities, such as outings, social activities, and sporting events; including a willingness to participate in occasional overnight visits.
- This post may include a degree of manual lifting and handling. You are expected to be aware of health and safety policies and procedures and frequently assess your ability to carry out the lifting tasks required of you.
- Must be legally entitled to work in the UK.

**Safeguarding:** No contra-indications in personal background or criminal record indicating unsuitability to work with children/young people/vulnerable clients/finance (An enhanced DBS check is required).

**Intermediate Fluency Duty Required:** In line with the Immigration Act 2016; the Government has created a duty to ensure that all Public Authority staff working in customer facing roles can speak fluent English to an appropriate standard. For this role, the post holder is required to meet the Intermediate Threshold Level. The post holder should demonstrate they can: Express themselves fluently and spontaneously with minimum effort and, only the requirement to explain difficult concepts may hinder a natural smooth flow of language.

**Notes:** This is illustrative of the general nature and level of responsibility of the work to be undertaken, commensurate with the grade and is not a comprehensive list of all the duties and responsibilities of the post. Successful postholders should not refuse to undertake work, which is not specified on this form and the job description may be amended at any time in consultation with the postholder.  
Beckfoot Trust is an Equal Opportunities Employer and requires its employees to comply with all current equality policies both in terms of equal opportunity for employment.  
The Trust is committed to making any necessary reasonable adjustments to the job role and the working environment that would enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition

**Date:**

July 2021

## Person Specification Teachers and Support Staff

<b>Role:</b>	<b>Administration Assistant – Band 5</b>	
	<b>Essential Requirements</b>	<b>How Identified</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Minimum of GCSE English and Mathematics at grade C or above (or equivalent).</li> <li>• NVQ2 (or equivalent) in a relevant discipline.</li> </ul>	Application
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience using Microsoft Office.</li> <li>• Experience of working in an office environment.</li> <li>• Experience of working in a school environment would be desirable.</li> </ul>	Application References Interview
<b>Training</b>	<ul style="list-style-type: none"> <li>• Commitment to own personal and professional development, being prepared to undertake training relevant to the post</li> </ul>	Application Interview
<b>Knowledge, Skills and Ability</b>	<ul style="list-style-type: none"> <li>• Knowledge/experience of general office work.</li> <li>• Good literacy and numeracy skills.</li> <li>• Good communication skills including telephone/reception skills.</li> <li>• Knowledge of and the ability to use office machinery e.g. photocopiers, scanners, shredding machine etc.</li> <li>• Working knowledge/use of databases and other software packages e.g. Microsoft Office (Word/Excel/Outlook etc.).</li> <li>• Have a neat and organised approach to work.</li> <li>• Be willing, courteous and able to work both using your own initiative and in a team.</li> <li>• Maintain confidentiality in matters relating to the school, its pupils, parents and carers</li> <li>• Ability to use ICT effectively. Ability to use relevant equipment/resources.</li> </ul>	Application Interview
<b>Personal Circumstances</b>	<ul style="list-style-type: none"> <li>• Must have the ability to be flexible and work to the requirements of a busy environment</li> <li>• Must be legally entitled to work in the UK</li> </ul>	Application Interview
<b>Disposition and Attitude</b>	<ul style="list-style-type: none"> <li>• Be emotionally intelligent: know when to direct, when to challenge and when not to; be able to inspire, present a positive perspective at all times; be able to listen and show awareness of others sensitivities; to have personal pride and lead by example.</li> <li>• Be hands on. Don't ask people to do things you wouldn't do yourself.</li> <li>• To like young people and be liked by them.</li> <li>• Understand the importance of work/ life balance.</li> </ul>	Application Interview References

	<ul style="list-style-type: none"> <li>• Enthusiastic, flexible, team player. Enjoy hard work and take constructive criticism.</li> <li>• Desire for professional development.</li> <li>• Understand the importance of work/ life balance.</li> </ul>	
Physical	<ul style="list-style-type: none"> <li>• Excellent attendance and punctuality.</li> <li>• Be resilient.</li> </ul>	References Interview
Equality	<ul style="list-style-type: none"> <li>• A commitment to, and evidence of, promoting diversity and equal opportunities within the Trust, the curriculum and employment practice.</li> </ul>	Application Interview