

Post: Administration Assistant – Student Services
Responsible to: Office Manager
Salary: Grade 4

PURPOSE:

Under the direction of the Office Manager provide routine general clerical, administrative support to the school. To provide, under supervision, an efficient and effective student support system, which aims to improve student welfare by ensuring efficient student administration.

Principal Accountabilities - Main tasks, duties & Responsibilities	
Organisation • Communicate and liaise with parents/staff etc. • Maintain the Academy environment by updating displays Administration • Provide routine clerical support e.g. photocopying, filing, faxing, emailing, complete routine forms • Maintain manual and computerised records/management information systems • Undertake typing, word-processing and other IT based tasks • Sort and distribute mail • Undertake routine administration e.g. updating school lists and student data. • Attend regular administration meetings when required. • Attend yearly Personal Development meetings and undertake training when required. Resources • Operate office equipment e.g. photocopier, computer, fax & franking machine. • Arrange orderly and secure storage of supplies	
Care of students • Provide emergency first aid and inform HOH assistant of first aid issues. • Direct non urgent first aid issues to HOH assistants • Manage lost property • Manage the Tucasi system, including Mifare cards • Manage general student enquiries including contacting parents regarding medication, missing uniform, sale of goods including stationary, timetables, Mifare cards etc. Student / Staff support • Log accidents/incidents in the accident book/incident form/spreadsheet for staff and students • Locate students for staff using Progresso • Produce and administer out of school passes for medical appointments etc. • To assist in general office duties as required RESPONSIBILITIES • Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person • Be aware of and support difference and ensure equal opportunities for all • Contribute to the overall ethos/work/aims of the school • Appreciate and support the role of other professionals	

GENERAL:

1. The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility.
2. The above duties may involve having access to information of a confidential nature, which may be covered by the Data Protection Act. Confidentiality must be maintained at all times.
3. The postholder must be flexible to ensure the operational needs of the Academy are met. This includes the undertaking of duties of a similar nature and responsibility as and when required, throughout the various work places in the Academy.
4. To promote the Academy's Equal Opportunity Employment Policy.
5. The Health and Safety at Work Act (1974) and other associated legislation places responsibilities for Health and Safety on all employees. Therefore, it is the postholder's responsibility to take reasonable care for the Health, Safety and Welfare of him/herself and other employees in accordance with legislation and the Academy's Safety Policy and Programme. Specific details are outlined in the Departmental Safety Policy.
6. Where the postholder is disabled, every effort will be made to supply all the necessary employment aids, equipment or adaptations to enable him/her to perform the full duties of the job. If, however, a certain task proves to be unachievable then job redesign will be given full consideration.
- 7 All Academy staff have a responsibility to safeguard and promote the welfare of students. This post is subject to a full DBS check.

KNOWLEDGE/EXPERIENCE/SKILLS/QUALIFICATIONS/MENTAL SKILLS:**1. Qualifications – Essential**

- Good Numeracy and Literacy skills
- NVQ Level 2 administration related
- Relevant knowledge and First Aid qualification

Desirable

- RSA CLAIT or ECDL

2. Knowledge – Requirement:

- Knowledge of all aspects of Microsoft office e.g. Desktop Publishing, Presentation, Spreadsheet, Word processing, email and the Internet
- Working knowledge of relevant policies/codes of practice and awareness of relevant legislation.

3. Experience – Essential:

- Experience of working with students and parents preferably in a school environment
- Experience of dealing with people at all levels
- Experience of working in a team
- Experience of routine administration tasks
- Previous office experience

Desirable

- Experience of researching and analysing information
- Experience of working in a school environment

4. Specific Skills – Requirement:

- The ability to work independently and use initiative.
- Accurate and well organised approach to work
- Ability to work to competing deadlines
- Self-motivation
- Flexible approach to work

INTERPERSONAL/COMMUNICATION SKILLS:**1. Verbal**

Good interpersonal skills and a flexible approach to work.

Good communication skills with the ability to relate to students and staff on all levels in a confident and diplomatic way.

2. Written

Good written skills.

DECISION MAKING:

These decisions should relate specifically to the principal accountabilities

Makes decisions in connection with all principal accountabilities listed within current school policies in consultation with Student Support.

Work Environment**a, Work Demands**

The post holder is responsible for providing pastoral support and advice to students relating to student administration issues, their parents and communicating to the relevant people to solve any issues that arise.

The post holder will be asked to carry out a various office/administration tasks

b, Physical Demands

Low

c, Working Conditions

No additional risk of exposure to unreasonable working conditions above that normally incurred in a day to day office environment

d, Emotional Demands

The post holder will be at some risk working in an educational environment above that normally incurred in a day to day office environment. May be at risk of abuse and aggression from students, parents and carers.

Contacts and Relationships

Head/Principal

Staff

Directors

Community

Parents/Carers

LA, Managers on all levels and locations

Trade unions

LA/Other government departments

Young people

Outside Agencies

This Job Description conveys a full and accurate description of the job:

Signature

Designation

Date

1. CONFIRMED BY:

(LINE MANAGER)

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2. CONFIRMED BY:

**(SERVICE HEAD)
(OR DELEGATE)**

.....

3. RECEIVED & AGREED BY:

(POST HOLDER)

.....

.....*

**The employee must countersign the Job Description to show that he/she has received it, although they may not agree with its content. They may delete "& AGREED" if this is the case.*

Grade established/Approved

DATE OF PANEL:

DATE: