**Administration Assistant**

**JOB DESCRIPTION**

**Administration KR3**

**Job purpose:** To provide general clerical or administrative support under the direction of instruction of senior staff.

**Line Manager:** Business Manager

**Main duties and responsibilities**

* To provide administrative support e.g. photocopying, filing, faxing, answering telephone, emailing, shredding of documents, completion of routine forms, administration relating to school meals.
* To provide a responsive telephone service: promptly dealing with queries & enquiries or referring callers to appropriate staff; taking messages in a precise, accurate and courteous manner. Maintain a call log. Use tact and persuasion in the face of parent concerns.
* Act as the first point of contact for the school: welcoming visitors and responding to telephone and email enquiries in a helpful and constructive fashion and ensuring that appropriate actions are taken in a timely manner.
* Act as first point of contact for parents/carers when reporting pupils are sick.
* Process ID checks for all visitors in accordance with the school’s safeguarding procedures ensuring everyone is signed in and out of school premises, and wearing the appropriate identification.
* Support all pupils and staff with their enquiries to the school office. Assist staff in the use of the school office equipment.
* Provide administration support for After School Club (ASC) and Breakfast Club (BC) and extended Learning Clubs, Swim schools and agreed Rentals. Register new pupils, collect payments and pursue outstanding fees.
* Manage, organise and participate in the After School Club

**General duties**

* Ensure collection of attendance registers.
* Appropriately distribute correspondence and monies from the school Reception Box
* Update manual and computerised records/management information systems.
* Provide administrative support to the ECO School.
* Participate in the collating and distribution of school reports.
* Assist and provide administrative support to Senior Communication & Event Administrator with the organisation of school trips, events and end of term activities.
* Assist with arrangements for visitors, for example school nurse, photographer and other professionals as required, sending relevant documents to participants.
* Handle cash for school visits, dinner money, school uniforms and keep simple financial records, referring any problems to the Line Manager. Ensure bank-in is done regularly to ensure income are accounted for and financial records are accurate.
* Arrange orderly and secure storage of supplies.
* Ensure that the office and reception area is kept smart and tidy and that notice boards are kept up to date and positively presented
* Ensure an up to date knowledge of banking procedures.
* Arrange and support / attend hospitality and refreshments when required
* Attend school meetings, Inset days, and staff development and training sessions as required.
* Maintain high standards when managing confidential information, complying with the school’s data protection procedures and legal requirements at all times.
* Have knowledge of all office procedures and carry out all administrative duties in a timely and efficient manner, ensuring deadlines are met within the school office in order to maintain the effective and efficient running of the school.
* Together with your line manager be responsible for identifying and agreeing your personal development and training needs.

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This job description is not an exhaustive list of duties and the post holder will be required to undertake any other reasonable duties as discussed and directed by the Line Manager.

**PERSON SPECIFICATION**

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|  | **Essential** | **Desirable** |
| **Qualifications**  **and training** | Minimum NVQ2 or equivalent |  |
| **Experience** | Requires some knowledge of a range of administrative and office systems. |  |
| **Knowledge and Understanding** | Ability to communicate effectively with other school staff and teachers, senior leadership team, pupils, parents / carers, suppliers, visitors.  Knowledge of a range of support tasks and office related school procedures and systems  Awareness of equality and diversity issues, respecting the needs and views of other people.  Awareness of Health and Safety issues within the workplace once these have been explained.  Awareness of the need for complete confidentiality. | Experience of working with school management programmes |
| **Skills** | Literacy and numeracy skills.  Computer literacy – ability to use a computer and produce a range of accurate documents, using Windows WP package and basic spreadsheet/database and accurately input information, once training has been provided  Ability to work to a deadline.  Confidence and ability to ask questions relating to achieving the task.  Confident telephone manner and ability to write down accurate messages.  Good organisational skills, gained either through a course of study or within paid or voluntary work.  Ability to use a filing system once training has been provided.  Ability to take accurate notes of meetings – experience could have been gained through school or college lecture notes.  Ability to retain and use a range of new information.  Ability to work confidentially, keeping work-related issues and discussions in the workplace.  Willingness to gain an understanding of the statutory requirements of legislation concerning Safeguarding, including Child Protection, Equal Opportunities, Health & Safety and inclusion.  Willingness to attend training courses which help you in your current role and develop your potential for other roles.  Ability to work to deadlines. |  |
| **Personal characteristics** | Knowledgeable and highly competent  Punctual  Approachable and empathetic  Enthusiastic, organised, and committed |  |

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