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**Job Description**

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| **School:** | **Meadowfield School** | |
| **Job Title:** | **STLS Administrative Officer** | |
| **Postholder’s Name** | **TBC** | |
| **Grade: KR8** | **Hours: 37 hours per week (8:00am start)** | **39 working weeks per year / Term time only** |

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| **Responsible To:** | **STLS District Lead** |

**Purpose of the Job**

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| Provide an administrative support service and assist in the smooth running of an integrated team of multi-agency staff aiming to improve outcomes for children |

**Key Duties and Responsibilities**

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| * Act as the main point of contact for the team and/or manager, investigating complex queries and simple complaints, assessing the nature of telephone calls, referring them to the appropriate person and managing follow-ups and timescales as appropriate. * Produce word processing and draft routine correspondence as directed, tracking responses to correspondence and other paperwork within appropriate timescales, to provide a reliable and high-quality service to the team. * Develop, maintain and monitor all office systems, including database and filing systems, both computerised and manual, to ensure systems are adapted where necessary to improve effectiveness in line with the County’s Record Retention Policy, data protection and Freedom of information protocols. * Support, the day-to-day clerical and administrative function of the team in addition to monitoring emails and telephone messages for appropriate team members. * Arrange and co-ordinate appointments and meetings on behalf of the team/line manager, manage diaries as required and support the organisation of large gatherings such a seminars involving external agencies and speakers, dispatching the relevant documents and taking minutes where required, ensure the whole process runs smoothly and that any action points are followed up at the end of the meeting. * Process, maintain and monitor financial records relating to expenditure and income, including the preparation of invoices for payment, processing charges and monitoring expenditure against budgets, identifying and referring to manager anomalies to ensure financial information and procedures relating to the team are accurate and up-to-date. * Provide support for a range of administrative tracking systems, including monitoring initiative and projects as directed. Monitor complaints, annual and sick leave, ensure relevant action is taken as necessary. * To act as line manager to the MIDAS Administrative Assistant, ensuring the day to day running of the MIDAS centre operates efficiently. To support the MIDAS administrator to prioritise tasks and contribute to the work of the STLS team as and when necessary to take responsibility for producing the MIDAS training brochures and circulating these within the district. Including liaison with the District Lead. Specialist Teachers and external professionals, diarising dates appropriately and ensuring that the training programme is comprehensive and scheduled across the academic year. |

**Person Specification**

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|  | **Criteria** |
| **Qualifications** | * NVQ Level 2 or equivalent * Willingness to work towards NVQ3 in Administration or equivalent if required |
| **Experience** | * Practical experience in a similar environment * Office administration experience * Experience of drafting correspondence |
| **Skills & Abilities** | * Literacy and numeracy skills * Computer literacy – ability to produce a range of documents and reports, including non-standard reports, using Windows WP package, Excel spreadsheets and database functions * Interpersonal, organisational and administrative skills * Ability to develop and maintain effective computerised and manual filing systems * Ability to investigate complex queries and anomalies when required * Ability to take accurate notes and minutes of meetings * Ability to take a proactive approach to tracking action points from meetings and correspondence, in liaison with the managers concerned * Ability to monitor and process accurate financial records commitment to equalities and the promotion of diversity in all aspects of workings |
| **Knowledge** | * Awareness of the services * Knowledge of a range of IT systems, including KCC Synergy programme * Awareness of Data Protection and confidentiality issues. Staff will be expected to have awareness of the work within national legislation and Corporate and Directorate policies and procedures relating to health and safety * Excellent knowledge of office systems and processes |
| **Personal**  **qualities** | * Able to deal confidently with people of all levels * Works well under pressure * Confidential, ability to work as part of team |