



## Job Description

Post title	Admin Assistant
Grade	Band 5 (35 hours a week for 39 weeks)
Responsible to	Office Manager

### Summary of the overall purpose of the job

The Communication Assistant is responsible for providing a strong front of house personal reception service both face to face and digitally. They also provide secretarial, clerical and administrative, working as a part of the admin team.

### Key responsibilities and objectives of the job

- Provide excellent customer service in person and via telephone, email and other digital media sources.
- To answer the telephone and to provide a welcoming and helpful service to all visitors to the school and students and staff within the school
- To keep information systems up to date, including but not limited to, powerpoint on TV entrance system, website, social media presence and newsletter
- Deal with enquiries from parents, members of the public and other external or internal bodies
- Provide key liaison services to ensure clients are promptly and accurately given the right information.
- Ensure messages are communicated accurately and efficiently between parents, pupils and staff
- Maintain effective office procedures and the efficient flow of communications
- Liaise with other administrative staff regarding communications to parents
- Appointed First aider – (with training and allowance)
- Produce reports for senior leadership team, under the direction of the Office Manager
- Liaise with the Office manager/senior staff regarding internal and external communication materials
- Inform parents when a child is unwell in school and needs to be collected
- Undertake First Aid at Work training and administer first aid as necessary
- Ensure that appropriate first aid records are completed.
- Ensure the safe collection of all pupils at the end of each school day, including after enrichment clubs
- To liaise with 'lunch cover' staff ensuring that the necessary information is passed on before and after your lunch break and at the end of the day
- To establish and maintain good relationships with local media, including newspapers
- To support the PTA with advertisement of events
- To take the lead on ensuring numbers of children on role are realised across the whole school in line with published targets
- Make tea/coffee as required for visitors
- Book couriers when requested
- Sort the incoming and outgoing mail on a daily basis
- Type correspondence as required by Office Manager
- To design, publish and populate award certificates as required
- Meet regularly with your line manager
- To monitor and maintain the google drive
- Ensure that any safeguarding concerns are reported immediately to the Designated Safeguarding Officer or Deputy Designated Safeguarding Officers
- Directed by the office Manager, undertake cover duties of other admin staff who are absent

## General Responsibilities

- To participate in meetings both in and outside school hours. Time off in lieu will normally be granted for attendance at meetings or if you have been required to work outside of your normal working hours. This should normally be taken within one month of accrual.
- Meet obligations with respect to the school's system of performance management.
- To work within the school framework with regard to Health and Safety
- To promote equal opportunities in the school
- To actively promote the aims and ethos of the school
- Be aware of and comply with policies and procedures relating to child protection, equal opportunities, health and safety and security, confidentiality and data protection; reporting all concerns to an appropriate person
- Carry out all duties with regard to the school's policies and codes of conduct
- Set high expectations of conduct, whilst acting as a good role model for others.
- Ensure that output and quality of work is of a high standard and complies with current legislation / standards.
- To support the school's commitment to the continued professional learning of all staff
- To undertake any additional duties as may reasonably required by the Headteacher

**NB:** This job description reflects the core activities of the role and as the school and the post-holder develop there will inevitably be changes in the emphasis of duties. It is expected that the post-holder recognise this and adopt a flexible approach to work and be willing to participate in training.

This job description is subject to reasonable review. This job description reflects the core activities of the role and as a school and the post-holder develop there will inevitably be changes in the emphasis of duties. It is expected that the post-holder recognise this and adopt a flexible approach to work and be willing to participate in training.

If changes to the job become significant, the job description should be reviewed formally by the post-holder and line manager.

### Hours of work, reviewed annually:

**Monday to Friday - 9am to 4:30pm (30 minutes lunch break)**

# Person specification

Criteria	E S S E N T I A L	D E S I R A B L E	HOW IDENTIFIED AND ASSESSED  AP Application AS Assessment I Interview P Presentation R References
<b>Education/qualification and training</b>			
<ul style="list-style-type: none"> <li>Literacy and Numeracy qualifications</li> </ul>			AP
<ul style="list-style-type: none"> <li>NVQ Level 2/3 or equivalent qualification</li> </ul>			AP
<ul style="list-style-type: none"> <li>Customer Services qualification</li> </ul>			AP
<ul style="list-style-type: none"> <li>First Aid qualification</li> </ul>			AP
<b>Knowledge/skills</b>			
<ul style="list-style-type: none"> <li>Time management and prioritisation skills.</li> </ul>			AP, I, R
<ul style="list-style-type: none"> <li>Skilled and regular user of Word and Excel for the production of office work including mail merge.</li> </ul>			AP, AS
<ul style="list-style-type: none"> <li>Intermediate (or better) user of the Microsoft Office suite.</li> </ul>			AP, AS
<ul style="list-style-type: none"> <li>Professional communication skills, able to communicate with businesses and colleagues in person, telephone and in writing</li> </ul>			AP, I, R, AS
<ul style="list-style-type: none"> <li>A skilled organiser who enjoys being considered well organised with strong attention to detail and a commitment to high quality accurate work.</li> </ul>			AP, AS
<ul style="list-style-type: none"> <li>User of good clear plain English in a business/office setting.</li> </ul>			I, AS
<ul style="list-style-type: none"> <li>Strong multi-tasking skills – able to distinguish urgent and important matters in day to day office-work settings.</li> </ul>			AP, I, R
<ul style="list-style-type: none"> <li>Dealing carefully and professionally with colleagues or service users at all levels</li> </ul>			AP, I, R
<ul style="list-style-type: none"> <li>A flexible and motivated team player</li> </ul>			AP, I, R
<ul style="list-style-type: none"> <li>Professional/friendly efficient manner with an accurate and thorough approach</li> </ul>			AS, I, R
<ul style="list-style-type: none"> <li>Experience of using SIMS</li> </ul>			AP, I
<ul style="list-style-type: none"> <li>Skilled in the presentation of documents for professional audiences</li> </ul>			AP, AS
<ul style="list-style-type: none"> <li>A working understanding of GDPR legislation</li> </ul>			AP, I
<b>Experience</b>			
<ul style="list-style-type: none"> <li>Experience of working in a busy site office where keeping cool under pressure of work is the norm.</li> </ul>			AP, I
<ul style="list-style-type: none"> <li>Use of IT systems as an integral part of previous roles. Previous experience of using SIMS or similar systems</li> </ul>			AP, I
<ul style="list-style-type: none"> <li>Ability to deal professionally with all stakeholders</li> </ul>			AP, I, R
<ul style="list-style-type: none"> <li>Ability to maintain confidentiality of sensitive information, and awareness of Child Protection issues</li> </ul>			AP, I, R

<ul style="list-style-type: none"> <li>● Experience of working in a busy environment and meeting tight deadlines and of self-prioritisation of workload peaks and troughs.</li> </ul>			AP, I
<ul style="list-style-type: none"> <li>● Experience of working in customer services and/or office administration in an education setting – preferably in large school environment.</li> </ul>			AP, I
<ul style="list-style-type: none"> <li>● Experience of using databases</li> </ul>			AP, I
<ul style="list-style-type: none"> <li>● Experience of dealing with families/parents or other service users with a firm and empathetic manner.</li> </ul>			AP, I
<ul style="list-style-type: none"> <li>● Experience of business letter writing</li> </ul>			AP, AS, I
Personal characteristics/other requirements			
A commitment to inclusive education			I
Evident enjoyment in working with children and their families			SS/I/T
Personal impact and presence			I/LO
Vision, imagination and creativity			I
Determination to succeed and the highest possible expectations of self and others			SS/I
Adaptability to changing circumstances and new ideas			SS/I
Good sense of humour			I/LO/T