**Office Assistant**

**Job Description**

***‘Striving to be the best version of ourselves every day’***

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| **Reports To:** | Business Manager |
| **Leads and Manages:** | NA |
| **Salary and Hours:** | KR4 – 27.5 hours per weekMonday, Tuesday and Thursday: 8:30 am – 2pmWednesday: 8:30am – 12:30pmFriday: 8:30am – 3:30pm |

**Key Tasks and Responsibilities:**

Under the guidance of the Business Manager, as part of a small team, the office assistant will be the face of the school, communicating with parents, pupils, and other members of staff, ensuring the smooth running of the school.

**Main Responsibilities**

* Act as front of house and communicate with pupils, staff, parents, and visitors appropriately.
* Ensure security protocols are communicated and understood by all visitors at the school.
* Ensure the office area is tidy and welcoming.
* Provide general admin support to ensure the school delivers effective and efficient services.
* Assist with the organisation of school trips.
* Maintain an up-to-date and accurate inventory of stock, and place orders when required.
* Assist in the collection and recording of various data, e.g. attendance data.
* Assist with the admissions process.
* Process and distribute incoming post and manage outgoing post.
* Answer and direct all incoming phone calls.
* Monitor the office email and handle queries.
* Act as a first point of contact for parents, e.g. when reporting absences or making complaints.
* Contact parents when appropriate, e.g. when their child needs to be collected due to illness.
* Be aware of the school’s calendar of events so queries from parents and other members of the community can be answered.
* Maintain confidentiality when communicating with parents and visitors to the school.
* Ensure good lines of communication between the office and the rest of the school.
* Understand and follow all relevant school policies.
* Attend and participate in training and development courses as required.
* Be a role model for the standards of behaviour expected of pupils.

**Office Assistant**

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Qualifications** | Excellent numeracy and literacy skills / GCSE (or equivalent) in Maths and English. | Business or administration qualification |
| **Experience** | Working in an administration role and handling confidential information | Working in an education settingHandling complaints and concerns |
| **Knowledge & Skills** | Comprehensive use of all Microsoft Office programmes  | Knowledge of Arbor MIS or other similar system |
| **Personal Qualities** | Excellent verbal and written communication skills. Excellent time management and organisation skills. The ability to work independently and as part of a team. The ability to maintain successful professional relationships. The ability to prioritise tasks and handle a demanding workload. Good problem-solving skills. |  |