

BRUNSWICK HOUSE PRIMARY SCHOOL

JOB DESCRIPTION

ROLE: Secretary/ Administration Assistant

PAY RANGE: Kent Range 4

Purpose of the Job:

To provide specific receptionist, clerical and administrative functions for the school under the direction or instruction of senior staff, taking a proactive role in relation to the efficient day to day functioning of the school office.

Key duties and responsibilities:

1. Provide a high quality front of house service to all school users, with exemplary written and verbal communication skills; receiving visitors in a courteous, prompt and efficient manner and ensuring that staff, service users and members of the public who contact the school are dealt with efficiently and consistently.
2. Support the day to day clerical and administrative functions of the school including clerical processes, word processing, IT based tasks requiring knowledge of various ICT packages and operation of office equipment and the processing of incoming and outgoing mail.
3. Produce lists, information and data as requested by senior staff or external agencies (e.g. standard/statutory returns)
4. Develop and maintain manual and computerised records and management information systems.
5. Act as the main point of contact for the school, investigating queries, assessing the nature of telephone calls, referring them to the appropriate person without referral to the line manager where possible

Individuals in this role may also undertake some or all of the following:

1. Arrange and coordinate appointments and meetings on behalf of the Head teacher and other senior members of staff, organising venues and equipment, dealing with relevant documents and taking meeting notes as required.
2. Assist with arrangements for school visits and events
3. Keep the school website up to date and compliant
4. Maintain first aid stocks and supplies, distributing as required
5. Support the School Business Manager with school stationery orders

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Person Specification: Receptionist/Administration Assistant

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	English GCSE Grade 'C' or equivalent NVQ 2 or equivalent (related to the skills for this role)
EXPERIENCE	Operational experience of administrative systems
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Standard keyboard skills• Literacy and numeracy skills• Computer literacy – ability to produce a range of accurate documents and standardised reports using Windows WP package and basic spreadsheet and database functions• Ability to organise and prioritise workload to achieve deadlines• Ability to communicate effectively and in a courteous manner, in person and over the telephone• Ability to receive and assess information over telephone or in person and refer to the appropriate person or source of information• Ability to investigate queries and anomalies when required• Ability to operate computerised and manual filing systems and to make improvements where necessary• Ability to take accurate notes and minutes of meetings• Co-ordination skills when arranging meetings and appointments• Ability to process and maintain financial records• Commitment to equalities and the promotion of diversity in all aspects of working
KNOWLEDGE	<ul style="list-style-type: none">• Requires knowledge and procedures for a range of administration activities including knowledge of various IT packages• Awareness of the School's Record Retention Policy and freedom of information protocols or an awareness of the requirement for this policy and protocol• Knowledge of computerised and manual filing systems• Awareness of Data Protection and confidentiality issues• Knowledge of websites and the importance of effective and accurate information publication• Staff will be expected to have an awareness of and work within national legislation and procedures relating to Health and Safety