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| **Employment details** | |
| Job title | Office assistant |
| Reports to | Business Manager |
| Hours of work | Monday-Friday 10am-2pm |
| Salary | Grade D2.11 (£14.31 per hour) |
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| **General duties**   * Act as front of house and communicate with children, staff, parents and visitors appropriately. * Ensure security protocols are communicated and understood by all visitors at the school. * Understand safeguarding procedures. * Ensure the office area is tidy and welcoming. * Assist with maintaining general order in the school, e.g. clearing lost property. | |
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| **General administration**   * Provide general admin support to ensure the school delivers effective and efficient services. * Provide admin support for extended services offered by the school. * Assist with maintaining the school website. * Assist with school lettings as directed, e.g. processing lettings forms. * Ensure school files are kept up-to-date. * Complete any photocopying, as required. * Assist in managing the school’s calendar. * 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 completion of data collections and returns, e.g. the school census. * Analyse and evaluate data and produce reports as required. * Schedule appointments and meetings for staff members. * Process and distribute incoming post and manage outgoing post. * Ensure the confidentiality of information is maintained. * Carry out other general admin duties as required, e.g. sending out letters. | |
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| **Finance**   * Collect, count and record any money provided by parents to the school, e.g. for school lunches, trips, clubs etc * Ensure the security of petty cash stored in the office. * Maintain a system for collecting, recording and providing invoices and receipts. | |
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| **Communication**   * Answer incoming phone calls. * Act as a first point of contact for parents, e.g. when reporting absences or making complaints. * Follow the school’s absence management procedures and report any concerns to the attendance officer. * 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. | |
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| **Additional duties**   * 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 children. * Undertake reasonable additional duties as requested by the Business Manager and Head Teacher. | |

**Office Assisstant person specification**

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| **Skills and experience** | |
| **Essential** | **Desirable** |
| * Working in an administration role * Handling cash * Handling confidential information * Working with the general public | * Handling complaints and concerns * Dealing with suppliers |
| **Knowledge** | |
| **Essential** | **Desirable** |
| * Demonstrate a working knowledge of how to manage the reputation of the school and engage with the school community. | * Understanding of statutory requirements relating to safeguarding, equality, health and safety, and data protection. * Knowledge of education policies and procedures. |
| **Personal traits** | |
| **The successful candidate will have:** | |
| * 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. | |
| **Additional requirements** | |
| **The successful candidate will have** | |
| * An up-to-date DBS certificate, with barred list information where required. * The right to work in the UK. | |