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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.
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**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
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| **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.
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| **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.
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| **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.
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