Job Description

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| **School:** | **Higham Primary School** |
| **Job Title:** | **Administrative Assistant – Level 2** |
| **Grade:** | **KSB** |

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| **Responsible To:** | *Line Manager & Headteacher* |

**Purpose of the Job**

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

**Key Duties and Responsibilities**

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| * 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.
* Produce lists, information and data as requested by senior staff or external agencies (e.g. standard/statutory returns)
* Develop and maintain manual and computerised records and management information systems.
* Act as the main point of contact for the school, handling queries, assessing the nature of telephone calls, referring them to the appropriate person and receiving visitors in a courteous, prompt and efficient manner, to ensure that staff, service users and members of the public who contact the school are dealt with efficiently and consistently.
* Ensure all visitors to the school are welcomed in a professional manner and that safeguarding, security, and compliance protocols are strictly followed at all times.
* Email administration, including sending messages, documents, and reminders to parents, staff, and other stakeholders as necessary, ensuring clear, timely, and efficient communication.
* Provide first aid and support for unwell pupils as trained and directed, maintaining accurate records and informing parents in line with school procedures. Act as a first point of contact for pupils feeling unwell, referring to senior staff as needed.
* Assist with daily dinner bookings using the Bromcom system, generate kitchen orders, and respond to parent queries about meal selection. Update menus termly on Bromcom to support parents pre-selecting meals.
* Assist with the bookings for Breakfast Club and After School club using the Bromcom system.
* Assist with the smooth running of ‘Cookies and Milkshakes’
* Assist with other administrative tasks as required by the school leadership team, ensuring the smooth running of the school office.
* Participate in relevant training, continuous professional development, and performance management activities, as required by the school.
* To ensure the electronic registration system is updated daily, investigating any missing data with class teachers.
* To record student absences and late arrivals on Bromcom, maintaining accurate attendance records
* To act as the initial point of contact for parents regarding attendance issues, providing routine advice as required and explaining attendance expectations to parents in accordance with school policies
* To make initial enquiries with parents / carers regarding unexplained absences / lateness – including first day calling / texting /emailing
* Support attendance processes under the guidance of the Attendance Officer, ensuring any concerns are referred to the Headteacher in a timely manner.

Individuals in this role may also undertake some or all of the following:* Arrange and co-ordinate 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.
* Co-ordinate the booking system for Parents’ Evenings, ensuring smooth running of the event, and prepare relevant documentation for staff.
* Assist with the weekly school newsletter/bulletin. Work with staff to gather information and ensure effective communication with parents on key events.
* Assist with the organisation of school photo days, coordinating with photographers, arranging schedules, managing photo orders, and handling parent queries related to school photographs.
* Take minutes for staff and parent forum meetings as required, ensuring accurate documentation and timely distribution.
* Assist with arrangements for school visits and events.
* Undertake general financial administration, including processing and checking orders, distributing them as required, and maintaining appropriate stock levels and supplies.
* Assist with updating the school calendar and communicating relevant information to staff and parents.

**All roles** * To carry out additional duties that are commensurate with the grade and expectations of the role, as directed by the Headteacher or Senior Leadership Team.

**In all cases:*** To be responsible for promoting and safeguarding the welfare of children and young people within the school
* Comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, and equal opportunities, reporting all concerns to an appropriate person

Footnote – This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of the post. |

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Headteacher \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Person Specification – Administrative Assistant - Level 2**

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|  | **CRITERIA**  | **Essential / Desirable** |
| **QUALIFICATIONS** | NVQ 2 or equivalentFirst aid trained to appropriate HSE recommended level.  | EssentialDesirable |
| **EXPERIENCE** | * Operational experience of administrative systems
* Previous experience of working with young people and their families
 | DesirableEssential |
| **SKILLS AND ABILITIES** | * 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 take personal responsibility for organising day-to-day workload
* Ability to communicate effectively and in a courteous manner, in person and over the telephone
* Ability to convey information clearly and accurately, orally and in writing, to a range of people
* Able to deal calmly, tactfully, and effectively with a range of people
* 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 work in an organised and methodical manner and maintain accurate records
* 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
* Ability to work effectively and supportively as a member of the school team
* Able to use own initiative to solve problems and respond proactively to unexpected situations
* Ability to show sensitivity and objectivity in dealing with confidential issues
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| **KNOWLEDGE** | * 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
* Staff will be expected to have an awareness of and work within national legislation and procedures relating to Health and Safety
* Demonstrate a basic understanding of the work of a school
* Knowledge of a range of computer applications – including work Word / Excel / Powerpoint / Bromcom
* Demonstrate an understanding of confidentiality and child protection issues in a school setting.
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Footnote - All essential and desirable criteria will be assessed using a combination of the application form, interview, references, and any relevant tasks or assessments, as appropriate to the role.

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Headteacher \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_