



## **Job Description: Office Secretary**

**School: Mersham Primary School**

**Grade: KSB**

**Responsible to: Headteacher**

### **Job Purpose:**

To provide an efficient reception service to support the smooth operation of the school. To undertake all administrative tasks associated with the recording, management and monitoring of attendance.

### **Key duties and responsibilities:**

1. Provide an efficient and professional reception service - greeting visitors, staff and pupils and ensure they sign in/out in accordance with school procedures.
2. Answer enquiries received in person/by phone or via emails - responding to queries/relaying messages and acting on instructions as needed and referring on where appropriate.
3. Prepare registers and update records (e.g. for school dinners/free school meals/milk lists) and ensure information is shared as required
4. Prepare and distribute routine home/school correspondence for approval by Headteacher
5. Assist with the organisation of school trips/clubs - ensuring all required records and permission slips are available to the group leader
6. Record and post all outgoing mail and receive/open and distribute all incoming mail and deliveries. Track circulation of correspondence in school as required
7. Maintain school diary and arrange meetings/room bookings/visits from external agencies as required
8. Undertake a range of administrative tasks to support the efficient operation of the school - including word processing/data entry/filing/annual school census.
9. To ensure the electronic registration system is updated daily investigating any missing data with class teachers

10. To record student absences and late arrivals on Arbor, maintaining accurate attendance records
11. 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
12. To make initial enquiries with parents/carers regarding unexplained absences/lateness - including first day calling/texting
13. To process and action pupil holiday requests
14. To issue routine correspondence to parents regarding attendance/absence requests in accordance with school procedure
15. To assist the Headteacher with the administration of referrals to the education welfare service / issuing of penalty notices
16. Administer First Aid and medicines as required
17. Act as a Fire Marshall

In addition all members of the school community are expected to:

- Display a commitment to child protection and safeguarding. Report to the headteacher any behaviour by colleagues, parents and children which raises concern.
- Comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person

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 post.

## Person Specification: Office Secretary

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.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	5 GCSEs (grades 9-4 or A-C), NVQ Level 2 or equivalent
<b>EXPERIENCE</b>	Proven administration experience  Previous experience of reception work or working in a customer service role
<b>SKILLS AND ABILITIES</b>	Ability to provide a high level of customer service  Ability to deal calmly, tactfully and effectively a range of people  Ability to convey information clearly and accurately orally and in writing to a range of people  Ability to work in an organised and methodical manner  Ability to take personal responsibility for organising day to day workload  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.
<b>KNOWLEDGE</b>	<p>Demonstrate a basic understanding of the work of a school</p> <p>Knowledge of a range of computer applications - including work Word / Excel / Powerpoint / Outlook</p> <p>Demonstrate an understanding of confidentiality and child protection issues in a school setting</p>