# Job Description and Person Specification

## Administrative Assistant

Phoenix Community Primary School is committed to creating a diverse workforce. We will consider all qualified applicants for employment without regard to sex, race, religion, belief, sexual orientation, gender reassignment, pregnancy, maternity, age, disability, marriage or civil partnership.

All school staff must promote the safety and wellbeing of pupils, and help to safeguard pupils’ well-being by following the requirements of Keeping Children Safe in Education and our school’s safeguarding policy.

### Job Details

Salary Grade: Kent Range 3

Hours: 32.5 hours per week

Contract: Full-time term time, permanent

Responsible to: Office Manager

### Purpose of the Role

The administrative assistant is responsible for supporting the administrative, financial and organisational processes within the school. They will also act as the initial point of contact for parents, visitors and other stakeholders so will be an ambassador for the school and embody the value, vision and ethos of the school in all interactions.

### Key Duties and Responsibilities

#### General administration

1. Update manual and computerised record/information systems
2. Update and maintain the school calendar
3. Assist with managing the school’s email inbox, ensuring the school meets its expected response times and emails are forwarded to the relevant staff member as necessary
4. Manage and organise completed forms from parents
5. Report any issues with the school’s IT systems
6. Organise and distribute incoming and outgoing post
7. Provide administrative support to staff as needed
8. Support booking training courses for all staff
9. Order, monitor and manage stock, ensuring best value following the school’s purchasing processes
10. Carry out filing, printing and photocopying. Maintain the operation of the printer and photocopier to ensure it’s ready to use at all times, resolving any issues as necessary
11. Assist with organising parents’ evenings and other meetings and events, including the organisation of rooms and equipment, and providing refreshments as required
12. Keep records in accordance with the school’s record retention schedule and data protection law, ensuring information security and confidentiality at all times
13. Take responsibility for keeping first aid boxes fully stocked and order additional resources as required
14. Ensure pupil care plans are up to date, renewals are identified, medicines are in date and permissions for the administration of medicines follow school policies.

#### Attendance administration

1. Monitor and maintain an accurate record of pupil attendance, producing reports as necessary
2. Monitor the late arrival of pupils and contact parents/carers to identify reasons for non-attendance, ensuring all safeguarding procedures are followed
3. Ensure collection and early collection procedures are followed including informing teachers of collection changes and passwords and completing sign out procedures to ensure fire evacuation information are correct.

#### Reception

1. Act as the first point of contact for parents and visitors arriving at the school
2. Deal with telephone and face-to-face enquiries efficiently and in a professional and supportive manner
3. Seek support from other colleagues where necessary to respond to complex enquiries
4. Respond to messages promptly and accurately, passing on information to relevant staff members as necessary
5. Assist staff and pupils with the information and support they need

#### Security

1. Control access to the school in line with the school’s safeguarding procedures, including signing-in visitors, checking identification as necessary, issuing passes and notifying them of safeguarding and safety procedures
2. Be alert to unknown individuals on the school premises and report any concerns in line with the school’s procedures

#### Written communication

1. Write and send email responses that are professional and uphold the school’s vision and values
2. Update and distribute online and offline communications (e.g. letters, newsletters, social media posts etc) to parents, staff and other stakeholders
3. Assist with marketing and promoting the school
4. Ensure all written communication follow data protection policy including ensuring electronic communication are sent to correct recipients

#### Finance

1. Collect, record and issue receipts for payments from parents
2. Carry out financial administration in line with the school’s procedures

#### Other areas of responsibility

1. Read and follow the relevant school policies
2. Undertake training required to develop in the role
3. Ensure all duties and responsibilities are undertaken in line with the school’s health and safety policy
4. Contribute to the safety of children and young people, follow the behaviour for learning policy and protect pupils from harm
5. Make a positive contribution to the wider life and ethos of the school

Note**:** 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.

## P**erson specification**

| CRITERIA | QUALITIES |
| --- | --- |
| **Qualifications**  **and training** | · First aid training (or willingness to complete it) |
| **Experience** | · Carrying out administrative tasks  · Dealing with face-to-face and telephone interactions  · Working with children or young people  · Working and collaborating within a team |
| **Skills and knowledge** | · Good oral and written communications skills  · Ability to respond quickly and effectively to issues that arise  · Ability to plan, organise and prioritise to meet deadlines  · Ability to use own initiative and take action accordingly  · Excellent attention to detail  · Ability to use IT packages including word processing, spreadsheets and presentation software  · Ability to use relevant office equipment effectively  · Ability to build effective working relationships with colleagues  · Understanding of data protection and confidentiality  · Understanding of safeguarding |
| **Personal qualities** | · Commitment to promoting the ethos and values of the school and getting the best outcomes for all pupils  · Commitment to acting with integrity, honesty, loyalty and fairness to safeguard the assets, financial probity and reputation of the school  · Ability to work under pressure and prioritise effectively  · Commitment to maintaining confidentiality at all times  · Commitment to safeguarding and equality  · Embraces change well  · Deals with difficult situations effectively |

# **Notes:**

This job description may be amended at any time in consultation with the postholder. Applicants should describe in their application how they meet these criteria.

If you don’t have all of the experience listed above but are interested in applying, contact Chris Johnson, Headteacher on [headteacher@phoenix-primary.kent.sch.uk](mailto:headteacher@phoenix-primary.kent.sch.uk)

**Last review date:** [October 2021]

**Next review date:** [October 2024]

**Headteacher/line manager’s signature:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Date:** 16/10/2021\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Postholder’s signature:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Date:**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_