

Job Title: **Administrative Assistant**

Job Grade: **2**

Responsible to Principal

Job Summary

The School office Administrative Assistant is the first point of call for visitors to the school, parents, staff and children. As the 'face' of the school the assistant should be welcoming, personable, helpful and able to represent the School in a professional and friendly manner. In addition it is essential that the person for this role is organised, able to multitask, work flexibly and have a 'can do' approach to work, as no two days are the same.

Duties and Responsibilities - Reception

- To be a point of contact for both telephone and face to face enquiries, taking messages where required.
- To ensure school security arrangements are always complied with, including the issue of visitor's badges and completion of visitor signing in system.
- To provide hospitality for visitors to the school.
- Deal with internal and external telephone calls in an appropriate manner, filtering calls as necessary, taking messages as required.
- Ensure security procedures are followed for all visitors.
- Pupil Attendance
- Deal with the distribution of Royal Mail post.
- Receive and accept courier deliveries according to office procedures and assist with checking and distributing to relevant departments.
- Make phone calls to parents, outside agencies and the LA following all office procedures on confidentiality.
- Ensure the tidiness and general appearance of the Reception Office.
- To undertake clerical duties as required, such as letters, emails.
- To assist in the preparation and maintenance of the manual and computerised pupil data records.
- To assist with the monitoring and maintenance of stock and order supplies as necessary.
- To undertake filing and photocopying as required.
- To administer first aid and medicine to pupils as required, in keeping with the school's policy and order first aid supplies as necessary.
- To liaise with parents regarding pupils' sickness/injury.

- Complete processes for preparing letters and documents for posting.

- Assist staff with administration tasks as required.
- Photocopying documents as required.
- To participate in the performance and development review process, taking personal responsibility for identification of learning, development and training opportunities in discussion with line manager.
- To comply with individual responsibilities, in accordance with the role, for health and safety in the workplace.
- Post Holders will have a commitment to Safeguarding Children, ensuring awareness of the school policy and procedures with regard to Child Protection.
- Any other duties as commensurate with the grade in order to ensure the smooth running of the school.

Person Specification

Job Title: Administrative Assistant Grade:2

Knowledge

- Computer literate with knowledge of Microsoft Office package.
- E-mail, Excel, Publisher, PowerPoint and the Internet.
- Awareness of the role of a receptionist.
- Knowledge of SIMS modules.

Skills and Abilities

- Able to demonstrate a good standard of written and spoken English and numeracy skills.
- Able to use a telephone.
- Able to use photocopying and reprographic equipment.
- Able to provide a high standard of clerical support.
- Able to liaise and communicate effectively with other departments and external bodies at all levels.
- Able to communicate with children and parents.
- Able to communicate effectively with other team members.
- Able to meet tight deadlines.
- Able to systematically process callers, enquirers, work requests and cope with interruptions.

- Have a flexible approach and willingness to offer help.
- Able to provide support in other areas when required.
- First Aid qualification desirable.

Experience

- Experience in reception duties, filing and dealing with post distribution.
- Working within a team environment.
- Working with young people.
- The use of computers for word-processing and other office equipment.

Educational

- A sound educational background.

Special Requirements

- A criminal record disclosure will be required prior to appointment.

