



Job Description

Post title	Admin Assistant
Grade	Band 5 (20 hours a week for 39 weeks)
Responsible to	Office Manager

Summary of the overall purpose of the job

The Admin Assistant is responsible for providing a strong front of house personal reception service both face to face and digitally. They also provide secretarial, clerical and administrative, working as a part of the admin team.

Key responsibilities and objectives of the job

- Provide excellent customer service in person and via telephone, email and other digital media sources.
- To answer the telephone and to provide a welcoming and helpful service to all visitors to the school and students and staff within the school.
- Supports the SENCo with SEND administration, including managing paperwork, coordinating meetings, maintaining accurate records, and communicating with staff, parents and external agencies
- Support with keeping information systems up to date, including but not limited to, powerpoint on TV entrance system, website, social media presence and newsletter
- Deal with enquiries from parents, members of the public and other external or internal bodies
- Provide key liaison services to ensure clients are promptly and accurately given the right information under the direction of the Office Manager/senior staff create and/or respond to internal and external communication materials.
- Ensure messages are communicated accurately and efficiently between parents, children and staff
- Maintain effective office procedures and the efficient flow of communications
- Input data onto the school MIS and to produce reports for senior leadership team as required
- Check the registers each day. To telephone/text parents whose children are not in school
- Inform parents when a child is unwell in school which may result in child being collected
- To undertake administrative tasks associated with attendance under the direction of senior staff/FLO
- To ensure children's records are kept up to date and filed appropriately
- To be First Aider
- Ensure that appropriate first aid records are completed and stored appropriately
- Ensure the safe collection of all children at the end of each school day, including after enrichment clubs
- To support the PTA, where necessary
- Make tea/coffee as required for visitors
- Collate the afterschool club responses and create and maintain spreadsheets with that data, passing on the information to the necessary staff
- Sort the incoming and outgoing post, including email on a daily basis
- To design, publish and populate award certificates as required
- Meet regularly with your line manager
- Minute taking when necessary during meetings with Parents/Staff/Visitors
- Type correspondence as required by Office Manager.
- Directed by the Office Manager/Business Manager, undertake cover duties of other admin staff who are absent

- To actively promote the aims and ethos of the school
- Meet obligations with respect to the school's system of performance management.
- Be aware of and comply with policies and procedures relating to child protection, equal opportunities, health and safety and security, confidentiality and data protection; reporting all concerns to an appropriate person, following school procedures
- Carry out all duties with regard to the school's policies and codes of conduct
- Set high expectations of conduct, whilst acting as a good role model for others
- Ensure that output and quality of work is of a high standard and complies with current legislation / standards
- To support the school's commitment to the continued professional learning of all staff
- To undertake any additional duties as may reasonably be required by the Head Teacher

NB: This job description reflects the core activities of the role and as the school and the post-holder develop there will inevitably be changes in the emphasis of duties. It is expected that the post-holder recognise this and adopt a flexible approach to work and be willing to participate in training.

This job description is subject to reasonable review. This job description reflects the core activities of the role and as a school and the post-holder develop there will inevitably be changes in the emphasis of duties. It is expected that the post-holder recognise this and adopt a flexible approach to work and be willing to participate in training.

If changes to the job become significant, the job description should be reviewed formally by the post-holder and line manager.

Hours of work, reviewed annually:

Monday to Friday - 08:30am – 12:30pm (No lunch break)

Person specification

Criteria	E S S E N T I A L	D E S I R A B L E	HOW IDENTIFIED AND ASSESSED AP Application AS Assessment I Interview P Presentation R References
Education/qualification and training			
• Literacy and Numeracy qualifications			AP
• NVQ Level 2/3 or equivalent qualification			AP
• Customer Services qualification			AP
• First Aid qualification			AP
Knowledge/skills			
• Time management and prioritisation skills.			AP, I, R
• Skilled and regular user of Word and Excel for the production of office work including mail merge.			AP, AS
• Intermediate (or better) user of the Microsoft Office suite.			AP, AS
• Professional communication skills, able to communicate with businesses and colleagues in person, telephone and in writing			AP, I, R, AS
• A skilled organiser who enjoys being considered well organised with strong attention to detail and a commitment to high quality accurate work.			AP, AS
• User of good clear plain English in a business/office setting.			I, AS
• Strong multi-tasking skills – able to distinguish urgent and important matters in day to day office-work settings.			AP, I, R
• Dealing carefully and professionally with colleagues or service users at all levels			AP, I, R
• A flexible and motivated team player			AP, I, R
• Professional/friendly efficient manner with an accurate and thorough approach			AS, I, R
• Experience of using SIMS			AP, I
• Skilled in the presentation of documents for professional audiences			AP, AS
• A working understanding of GDPR legislation			AP, I
Experience			
• Experience of working in a busy site office where keeping cool under pressure of work is the norm.			AP, I
• Use of IT systems as an integral part of previous roles. Previous experience of using SIMS or similar systems			AP, I
• Ability to deal professionally with all stakeholders			AP, I, R
• Ability to maintain confidentiality of sensitive information, and awareness of Child Protection issues			AP, I, R

<ul style="list-style-type: none"> ● Experience of working in a busy environment and meeting tight deadlines and of self-prioritisation of workload peaks and troughs. 			AP, I
<ul style="list-style-type: none"> ● Experience of working in customer services and/or office administration in an education setting – preferably in large school environment. 			AP, I
<ul style="list-style-type: none"> ● Experience of using databases 			AP, I
<ul style="list-style-type: none"> ● Experience of dealing with families/parents or other service users with a firm and empathetic manner. 			AP, I
<ul style="list-style-type: none"> ● Experience of business letter writing 			AP, AS, I
Personal characteristics/other requirements			
A commitment to inclusive education			I
Evident enjoyment in working with children and their families			SS/I/T
Personal impact and presence			I/LO
Vision, imagination and creativity			I
Determination to succeed and the highest possible expectations of self and others			SS/I
Adaptability to changing circumstances and new ideas			SS/I
Good sense of humour			I/LO/T