

Job Description

Post Title:	Administration Assistant (includes Reception) TBC
Department:	Main Office
Grade	LSEAT Payscale 18-19
Responsible to:	Office Manager
Responsible for:	N/A
Functional links with:	School Staff Pupils and Parents
Main purpose of the job:	
<ul style="list-style-type: none">• To provide general administrative duties for Woodside Academy.• To provide reception services to callers to the school.	
Major Duties and Responsibilities:	

- To be part of an administrative support team in the Trust, providing administration duties to assist the general running of the school.
- To provide reception services for all callers to the school
- To liaise with parents in relation to daily school absence, school trips, events, school meals and payments
- Work as a team to be the public face of the school; greeting and directing visitors, answering and dealing with telephone enquiries, responding to requests from pupils, parents and visitors.
- Provide administrative support for SLT, Teacher and Office Manager.
- Provide cover as needed for other members of the administrative team.

Job Activities:

To contribute to the efficient running of the school by delivering the school administrative service functions including:

- Maintain pupil records and files (paper based & electronic) using Arbor and other databases
- Maintain pupil starter/leaver processes
- Prepare and distribute school letters by parentmail and hard copy
- Monitor pupil school meal processes and operate the payment system
- Support with events organisation and liaison with parents
- Prepare, photocopy and distribute various resources (including certificates/school signage/information booklets/reports)
- Maintain various databases/records
- Shred and dispose of confidential material
- Sort and distribute post and deliveries (incoming and outgoing)

To work on reception:

- To liaise with parents, pupils, outside agencies and general members of the public in person, via email and by the telephone
- Respond to telephone, email and personal caller enquiries; dealing with queries, taking and acting on messages
- Assisting parents, visitors and staff with queries
- Monitoring office email inbox
- Issuing visitors badges and directing visitors
- Supervising pupils to be seen by other agencies or waiting for parents or members of staff,
- Fire warden duties by distributing school registers and accounting for visitors
- To act at all times in a responsible and responsive manner, with an awareness of the sensitive and confidential nature of the work, and the need for a high level of customer care

To perform such other duties as may be required by line managers consistent with the overall job purpose and to meet the requirements of the service.

Signed by:	Post holder:	Date:
	Line Manager:	
	Job Assessor: <i>(if required)</i>	