

STOWUPLAND HIGH SCHOOL

JOB DESCRIPTION

POST:	ADMINISTRATION ASSISTANT
JOB FAMILY:	ADMINISTRATION/FINANCE/BUSINESS MANAGEMENT
GRADE:	Grade 3 (SCP 4 – 6) 37 hours per week, 39 weeks per annum
LINE MANAGER:	Office Manager
JOB PURPOSE:	To work as part of the administration team in order to provide an effective and efficient administration of medical needs across the school

LEVEL DESCRIPTION

All duties will be carried out within recognised procedures or guidelines. The post holder will need to have knowledge of a range of organisation policies and procedures.

May include ad hoc duties, which require some initiative.

Will make day-to-day decisions about own workload, within a clear framework.

There will be some need to interpret information or situations to solve problems.

There may be some need to use analytical, judgemental, creative and developmental skills.

Line Manager is available for direction and guidance.

DUTIES AND RESPONSIBILITIES: -

To provide admin services such as typing, sending letters, printing, photocopying, answering calls and filing, as directed by the Office Manager.

Reception: -

- Support Reception where necessary as first point of contact for all parents/carers and students who visit reception;
- receive and redirect telephone calls to relevant personnel and solve various problems; whenever possible, to ensure a smooth communication path including radioing colleagues;
- Assist with managing the school's email inbox, ensuring the school meets its expected response times and emails are forwarded to the relevant members as necessary;
- dealing with enquiries relating to students, including student sickness / injury;
- Seek support from other colleagues where necessary to respond to complex enquiries
- preparing all post and arrange maintenance and servicing;
- maintaining the calendars and diary planning;
- support in arranging cover for absent staff;
- creating newsletters / circulars;
- dealing with all lost property;
- accepting delivery of parcels and ensuring the recipients/departments are aware;

- dealing with all student/staff enquiries;
- monitoring local press for any school related articles;
- Ad hoc duties as given by school staff where possible;
- Ensure reception stationery stock is maintained as necessary.

General Administration: -

- To maintain filing across the school in particular for Pastoral Leaders and any general clerical duties required.
- To update the school's Management Information System (MIS) as required.
- Keep records in accordance with the school's record retention schedule and data protection law, ensuring information security and confidentiality at all times
- To assist where required with issuing letters home to students and parents
- Any other duties assigned to you by your line manager or member of the Senior Leadership Team.
- To liaise with safeguarding officers in accordance with school policy if and when appropriate;
- To ensure Pastoral Teams are kept informed of any underlying emotional or social factors affecting students' progress.

Security:

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

Other areas of responsibility:

- Read and follow the relevant school policies.
- Undertake training required
- Ensure all duties and responsibilities are undertaken in line with the school's and safety policy.
- Contribute to the safety of children and young people and protect them from harm

Other tasks or projects that may from time to time be notified by Senior Leadership commensurate with the level and grade of this post.

NB:

This job description sets out the major duties associated with the stated purpose of the post. It is assumed that other duties of a similar nature/level undertaken within the school are not excluded because they are not itemised.

The duties of this post could vary from time to time as a result of new legislation, changes in technology or policy changes; appropriate training may be given to enable the post-holder to undertake this new/varied work.

PERSON SPECIFICATION - ADMINISTRATION ASSISTANT

Area	Criteria	Essential	Desirable
Education/Qualifications	<p>Good general education including GCSE grade 4/C in English and Mathematics or equivalent</p> <p>First aid training (or willingness to complete it)</p> <p>Efficient typing and admin skills</p>	<p>√</p> <p>√</p> <p>√</p>	
Knowledge/Experience	<p>Carrying out administrative tasks</p> <p>Experience of working in a school setting</p> <p>Dealing with face-to-face and telephone interactions.</p> <p>Working with children and young people</p> <p>Working and collaborating within a team</p>	<p>√</p> <p>√</p> <p>√</p> <p>√</p>	<p>√</p> <p>√</p>
Skills/Abilities	<p>Good oral and written communication skills</p> <p>Ability to respond quickly and effectively to issues that arise</p> <p>The ability to plan, organise and prioritise to meet deadlines</p> <p>Ability to use own initiative and take action accordingly</p> <p>Excellent attention to detail</p> <p>Ability to use IT packages including word processing spreadsheets</p> <p>Ability to build effective working relationships with colleagues</p> <p>Understanding of data protection and confidentiality</p> <p>Understanding of safeguarding</p>	<p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p>	

Other	Commitment to promoting the ethos and value of the school and getting best outcomes for pupils	√	
	Ability to work under pressure and prioritise effectively	√	
	Commitment to maintaining confidentiality at all times	√	
	Commitment to safeguarding and equality	√	
	Dealing with difficult situations effectively	√	
	Good customer service skills	√	

Stowupland High School is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.

All staff employed at Stowupland are expected to support the culture and ethos of the school as directed by the Headteacher.

All staff, including the Medical Needs Administrator, are expected to accept, abide by, and promote the professional expectations and procedures as outlined in the Staff Handbook, and are expected to adhere to, and actively support, all school policies.