**JOB TITLE:**  **Administration Assistant**

**REPORTS TO: Office Manager**

## BAND: Grade B

**JOB PURPOSE**

To provide a professional receptionist service to the School liaising with Teaching staff, support staff, pupils, parents, visitors. To provide school office administration support with all forms of communication, ICT support including data entry, receiving and distributing deliveries.

**KEY CORPORATE ACCOUNTABILITIES**

* Commitment to the Trust’s central team Vision and Values;
* To maintain awareness of and commitment to the Trust’s Equality and Diversity in Employment Policy in relation to both, employment and service delivery and to observe of conduct which prevents discrimination taking place;
* To comply with all Trust’ policies including Code of Conduct, Safeguarding Policy and E-Safety Policy;
* To fully comply with the Health and Safety at Work Act 1974 ect, the Trusts Health and Safety Policy and all locally agreed safe methods of work;
* At the discretion of the Head Teacher, such other activities, as may from time to time, be agreed consistent with the nature of the job describe above;
* To work with colleagues to achieve service plan objectives and targets;

To participate in the Performance Management Procedure and contribute to the identification of our own team development needs.

**PRINCIPAL ACCOUNTABILITIES**

**Reception:**

* To be the first point of contact for both telephone and face to face enquiries and take messages where appropriate.
* To ensure school security arrangements are always complied with, including the issue of visitor’s badges and signing of the visitors’ book.
* To accept and sign for deliveries as appropriate.
* To provide hospitality for visitors to the school.
* Calls to parents/carers at the request of teachers.
* Trouble shooting problems/issues for parents.
* Attend meetings and training sessions as required.
* Be involved in Extra Curricula Activities, e.g. open days, presentation evenings.

**Welfare:**

* In the absence of the First Aider, to liaise with parents regarding pupils sickness/injury.
* To assist with visits from nurse, dentist etc.
* To assist with the general welfare of pupils.
* To pass on monies/lunches/messages
* To prepare weekly activities for pupil groups for various activities and obtaining consent from parents.
* To enter attendance data onto Sims as and when required
* To complete first day absence calls when required, reporting issues in line with the School’s policies for health and safety, child protection, behaviour management etc.

**Clerical:**

* To undertake typing and word processing as required.
* To undertake filing, photocopying and reprographic work as required.
* To complete the administration of wise pay, including supporting in the recovery of outstanding dinner monies owed to the school.
* To complete the administration around the Thurrock Music school, internal & external clubs and other timetabled events.
* To be responsible for the sorting and distributing of incoming post and the sending of outgoing post, including the purchase of stamps and crediting of the franking machine.
* To provide general clerical support as required.
* To offer support to teachers for various things including locating teachers, students etc.
* Accessing information on the SIMS system for telephone numbers and contact details.
* Upkeep of on-call folder. Photocopying and distributing completed forms.

The duties and responsibilities in this job description are not restrictive and the post-holder may be required to undertake any other duties that may be required from time-to-time. Any such duties should not, however, substantially change the general character of the post.

***This organisation is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.***

I confirm that I have read and understood, and that I accept, the above job description:

Signature : ……………………… Date: ……………… Name in full ………………..

**PERSON SPECIFICATION**

**Administration Assistant**

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| --- | --- | --- |
| **General heading** | **Detail** | **Examples** |
| **Qualifications & Experience** | Specific qualifications & experience | Experience of reception work/school office work  Educated to NVQ Level 2 or equivalent |
| Knowledge of relevant policies and procedures | General understanding of the operation of a school |
| Literacy | At least English GSCE (A-C) level or equivalent |
| Numeracy | At least Maths GSCE (A-C) level or equivalent |
| Technology | Ability to use photocopier  Ability to use word processor |
| **Communication** | Written | Ability to complete basic forms |
| Verbal | Ability to exchange routine verbal information clearly with children and adults |
| Languages | Seek support to overcome communication barriers with children and adults |
| Negotiating | Ability to negotiate effectively to achieve best outcomes  Ability to manage difficult or controversial exchanges |
| **Working with children** | Behaviour Management | Understand and implement the school’s behaviour management policy |
| SEN | Understand and support the differences in children and adults and respond appropriately |
| Curriculum | Basic understanding of the learning experience provided by the school |
| Child Development | Basic understanding of the way in which children develop |
| Health & Well being | Understand the importance of physical and emotional wellbeing |
| **Working with others** | Working with partners | Understand the role of others working in and with the school |
| Relationships | Ability to establish rapport and respectful and trusting relationships with children, their families and carers and other adults |
| Team work | Ability to work effectively with other adults in the school |
| Information | Ability to provide timely and accurate information |
| **Responsibilities** | Organisational skills | Good organisational skills |
| Line Management | N/A |
| Time Management | Ability to manage own time effectively |
| Creativity | Ability to follow instructions |
| **General** | Equalities | Demonstrate a commitment to equality |
| Health & Safety | Basic understanding of Health & Safety |
| Child Protection | Good understanding of and commitment to child protection procedures |
| Confidentiality/Data Protection | Understand procedures and legislation relating to confidentiality |
| CPD | Be prepared to develop and learn in the role |