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|  | | | JOB DESCRIPTION | | Form JD1 |
| JOB TITLE | | | | Administrative Assistant | |
| **REPORTS TO** | | | | Business Manager | |
| **GRADE** | | | | 3 | |
| **1.** | MAIN PURPOSE OF JOB To work as part of the administration team to provide excellent  levels of customer service and a warm, professional and friendly welcome to our children, parents, staff and visitors.  To support teaching and learning by assisting to provide a range of administrative support. | | | | |
| **2.** | **CORE RESPONSIBILITIES, TASKS & DUTIES:** | | | | |
|  |  | To deal with complex enquiries and administration tasks, liaising with parents and staff, producing reports and ensuring that information systems are updated. To monitor and develop existing processes and procedures. | | | |
|  |  | To undertake administrative duties including, but not limited to preparing routine correspondence, photocopying, record keeping, filing, data input and retrieval, dealing with incoming and outgoing mail. | | | |
|  |  | To answer incoming telephone calls, respond to requests for information, where appropriate, transferring calls to other members of staff and taking accurate messages. | | | |
|  |  | To produce standard and individual letters, documents and reports within set guidelines and proscribed timescales. | | | |
|  |  | Produce lists eg pupil data. Responsibility for administration in relation to pupil admissions & leavers. Administration for school lettings. Produce accurate returns for external agencies | | | |
|  |  | Supervise the work of other staff, including providing on the job training. | | | |
|  |  | Assist with organising school trips, parents evenings, school photographs and special events. Provide advice and guidance to pupils, parents and staff. Assist Headteacher in arranging supply cover. | | | |
|  |  | Specialist technical responsibilities. Provide specialist premises / maintenance skills. May supervise premises teams. | | | |
| **3.** | **SUPERVISION / MANAGEMENT OF PEOPLE**  Supervising temporary staff e.g. on the job training or checking work for quality and quantity. May be required to supervise others member of staff doing same kind of work.  Direct: - 0 | | | | |
| **4.** | **CREATIVITY & INNOVATION**  Subject to supervision, established procedures, practices and routines. The post holder is required to use own initiative to manage his / her own workload and deal with all kinds of problems as they arise.  Design and apply IT systems to support work of the team – under direction of line manager.  Developing new ways of presenting information, through ICT systems.  Create new stationery/internal forms.  Ability to give advice and seek information from pupils / parents | | | | |
| **5.** | **CONTACTS & RELATIONSHIPS**  Dealing with issues which may not be straightforward and may require diplomacy and tact to resolve.  All staff, pupils, parents, and Governors.  Contact with LA Officers, suppliers, Special Educational Needs (SEN) agencies and Social Services. | | | | |
| **6.** | **DECISIONS – discretion & consequences**  Management of own day to day work and supervision of other admin staff.  Working without close supervision, but subject to established procedures, practices and routines.  Judgement is required when providing solutions to problems.  Uses discretion when responding to enquiries so as not to commit any breaches of confidentiality.  Can make modifications/ variations to practices.  The administration which the job holder undertakes has an impact on the internal efficiency of the operations of the department and the service it provides to staff, pupils and/or parents. | | | | |
| **7.** | **RESOURCES – financial & equipment**  *(Not budget, and not including desktop equipment.)*  Description (Value)  Normal office equipment, responsible for the accurate handling and security of small sums of cash and cheques. | | | | |
| **8.** | **WORK ENVIRONMENT – work demands, physical demands, working conditions & work context** Work Demands Required to work to strict deadlines set by Headteacher / line manager.  **Physical Demands,**  This role is largely office bound but sometimes involves moving around the school premises. Working Conditions No unpleasant working conditions. Normal office environment.  **Work Context**  There may be a risk of abuse from some pupils / parents and a risk from contagious illnesses. | | | | |
| **9.** | KNOWLEDGE & SKILLS Computer literacy, numerate, typing/secretarial skills.  A good understanding of a number of routine administrative work procedures.  Practical knowledge of various computer software packages.  Ability to input and understand data.  Ability to communicate effectively at all levels.  Able to organise own work and that of others.  Understanding of SEN and child protection issues.  A pro-active record of CPD. | | | | |
| **10.** | **Position of Job in Organisation Structure**   |  | | --- | | Job Reports to: |      |  |  |  | | --- | --- | --- | | THIS JOB |  | Other jobs at this level: |      |  | | --- | | Jobs reporting up to this one: | | | | | |