



Administration Assistant
Support Staff: Grade 5, Points 7 to 8

Trust Mission Statement

Our mission is to create high quality educational opportunities for all children and young people across the partnership by developing a strong collaborative and co-operative model through which we encourage autonomy, share best practice, enhance the professional aspirations of our staff and ensure the safety and well-being of all pupils and staff.



Job Purpose

To provide an excellent administration service to the school ensuring that the running of the school office and administration is effective and proficient. The Administration Assistant will be professional at all times ensuring that excellent customer service is provided to all stakeholders.

Relationships

The Administrative Assistant will report directly to the Head Teacher. Other key relationships include:

- **School Staff** – build working relationships with staff to enable good communication on the administration service to the school and establish trust and confidence in the work of the school.
- **Pupils** – establish an environment that is welcoming and safe for pupils ensuring that a nurturing, professional working relationship is in place.
- **Parents/Carers** – establish professional working relationships with parents, providing an excellent service as and when required.
- **Trust Staff** – establish working relationships Trust wide, sharing best practice and encouraging communities for learning. Ensure that clear lines of communication are established with the Trust's Central Team to ensure positive working relationships.
- **Stakeholders** – there will be occasions when the Administrative Assistant will need to liaise with external stakeholders to the school.

BEP Employee Responsibilities

- Truly support the mission statement, values and ethos of the Trust – demonstrate and role model this commitment in everything that you do to students and colleagues;
- Make safeguarding children a priority;
- Understand and comply with relevant policies and procedures, including (not exhaustive) those relating to:
 - Child protection
 - Health, safety and security
 - Code of Conduct
 - Whistleblowing
 - Confidentiality and data protection
- Be aware of and support difference and ensure equal opportunities for all;
- Commitment to develop own professional skills;
- Work co-operatively as part of an immediate and wider team to aid effective working practices and a good quality education to the children and students within our Trust
- Undertake any other duties which may reasonably be regarded as within the nature of the duties and responsibilities/grade of the post as defined.



Specific Responsibilities

Specific Duties

- To provide a courteous Reception service, resolving routine queries and those relating to an area of work and liaising with an appropriate person to assist where necessary.
- To ensure that visitors to the school site sign in, provide suitable ID including child protection documentation where applicable, are issued with a visitor pass and are taken to / collected by the appropriate person.
- To answer the telephone and deal with routine queries where possible, or otherwise transfer calls or take and pass on messages.
- To make routine telephone calls to pass on or obtain information or to raise/resolve simple queries.
- To undertake post duties, including collecting, opening, sorting and distributing incoming post, and enveloping and dispatching outgoing post.
- To monitor and maintain the school e-mail account on a daily basis, responding directly to routine enquiries, filtering marketing information and/or forwarding e-mails to the appropriate person.
- To distribute information / documentation to the school community as appropriate, including use of school-home communication systems.
- To respond to routine correspondence by making use of standardised information.
- To file documentation accurately within the school's/college's existing filing system.
- To arrange meetings / training events when requested, including booking rooms, inviting delegates and arranging refreshments as required.
- To obtain quotes and make bookings for school trips (including travel arrangements) as requested by teachers.
- To operate standard office equipment, e.g. photocopiers, scanners, shredders, etc.
- To produce typed documents from information provided, ensuring good spelling and punctuation and using appropriate layout / presentation. (e.g. letters to parents, event tickets, etc)
- To monitor and maintain office stationery stock to pre-determined levels, requesting orders for stock replenishment/replacement in a timely manner.
- To check deliveries to the school against the delivery note / order, noting any discrepancies and reporting them to the supplier in a timely manner.
- To assist with the production of pupil lists for activities, clubs, milk, medication, dietary needs, etc. as required
- To input data and information onto computer systems, and use these systems to extract information as instructed, which may require some manipulation.
- To process routine documentation and check for completeness and errors, taking appropriate steps to resolve basic/routine issues and referring more complex queries to the appropriate person.
- To undertake routine cash handling duties, including receiving and recording payments for school meals and trips, issuing receipts and preparing for banking.
- To pursue outstanding payments for school meals and trips in a timely manner using standardised letters, and inform the appropriate person if payment is still not received.

- Any other duties, commensurate with the grade, for which the post holder has appropriate skills / training, as may be required from time to time.

In addition:

- The post holder may be required to attend, from time to time, training courses, conferences, seminars or other meetings as required by his/her own training needs and the needs of the school.

The job description outlines key accountabilities for the role and it may be necessary to ask the postholder to undertake additional duties commensurate to the role as and when required.



The Person

Proven experience of completing basic administrative tasks and ideally experience working with the general public

Ability to prioritise and meet working demands

Has good customer service and interpersonal skills, and a good telephone manner

The Post Holder

Ability to problem solve on day to day issues as required

Able and willing to use own initiative and undertake professional development

NVQ in administration or equivalent desirable, able to demonstrate numeracy/literacy skills sufficient for the demands of the post

Signed Declaration:

I have read, understood and agree with the contents of the job description:

Name:

Signed:

Date: