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| **JOB DESCRIPTION** |
| **Post Title:**Administrative Assistant – Pupil Focused | **Grade:** | Scale 3 |
| **Department**Ranelagh Primary | **Date** | January 2019 |
| **Responsible to:** Office Manager**Responsible for:** None**Hours per week:** 36**Weeks per year:** 39 |

**MAIN PURPOSE OF THE JOB**

To provide a high standard of Customer Service and to be an ambassador for the school and The Tapscott Learning Trust when meeting parents, pupils, staff and other stakeholders; acting as first point of reference when people arrive.

1. To work within the school Administration team providing admin/clerical support to the whole school
2. To be able to relate appropriately to a wide range of people and embrace diversity, supporting difference to ensure equal opportunities for all
3. To have awareness of the wellbeing and safeguarding of pupils, young people, staff and all other stake holders

Both Specific and Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the postholder. This not an exhaustive list of all tasks that may fall to the postholder and employees will be expected to carry out such other reasonable duties which may be required from time to time commensurate with the scope and grade of the post.

**Specific Tasks and Accountabilities**

1. **Admissions**– (Under the supervision of the Assistant Head Teacher)
2. Arranging Pupil Induction
3. Requesting paperwork
4. Collating pupil numbers
5. **Lodge**
6. Take payments and pass to Finance
7. Communicate arrears to parents
8. **Miscellaneous**
9. Log dinner figures to LA weekly
10. Organise daily milk
11. Pupil contact changes

**Key Tasks and Accountabilities**

1. **Customer Focus**
2. Model excellent professional relationships with children, parents and other professionals in the school
3. Provide an excellent administration service to all section of the school community
4. **Reception**
5. Perform receptionist duties throughout the school day: acting as first point of reference for, receiving callers, children, parents, visitors and telephone enquires
6. Offer helpful, friendly, approachable and professional service at all times and take appropriate action on own initiative, resolving minor matters, referring more serious matters to appropriate staff member
7. **Communication**
8. Adhere to school procedures and ensure that staff receive messages (telephone, email, face to face) promptly and accurately
9. Maintain notice boards, update timetables/rota, etc. distribute mail when necessary
10. Maintain high standards when managing confidential information, complying with the school’s data protection procedures and legal requirements at all times
11. **Administration**
12. To provide an excellent, confidential clerical service to the whole school including word processing, correspondence, reports, references, mail, diaries, appointments and meetings, maintain general and confidential filing systems and provide hospitality when required
13. To implement and operate aspects of the schools administration using the SIMS system
14. **Accountability, Performance and Development**
15. Regularly review own practice, set personal targets and take responsibility for own personal development
16. Take responsibility for your work, encourage and accept feedback from your colleagues and your line manager and respond to or adapt to change as required
17. Take an active part in the Performance Management process with your line manager, sharing your success stories as well as your challenges
18. Continue to learn and develop as a professional, attending training to update knowledge and skills, enhancing a qualifications you may already have
19. Model high professional standards and be responsible and effective member of staff, attending regular meetings with Senior staff as appropriate
20. Appreciate, respect and support the role of other professionals
21. **Health & Safety and Equal Opportunities**
22. To ensure all duties and responsibilities are discharged in accordance with the school’s Health & Safety at Work Policy.
23. To comply with the school’s Equal Opportunities, Child Protection, Confidentiality, Security and other policies & procedures, assisting with their development and promotion within the school, reporting all concerns to an appropriate person.
24. **Safeguarding**
25. To comply with policies and procedures covering child protection, health, safety and security
26. To contribute to safeguarding the welfare of children and young people in the school
27. To maintain the security of property in a way that is consistent with the school’s procedures and legal requirements, reporting any concerns about safety and security to the appropriate person
28. To maintain the visitors log book and ensure al visitors and contractors and can be identified by wearing clearly visible badges

*This Job Description is not intended to be prescriptive. The needs of the school may change and this could necessitate revision in the future and amendment at any time, following appropriate consultation.*

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To have due regard for safeguarding and promoting the welfare of children and young people and to follow the child protection procedures adopted by the school and The Tapscott Learning Trust.

**Signed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_**

 **Postholder**

**Signed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_**

 **Head teacher**

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| ***Important information for applicant****The criteria listed in this person specification are either essential or desirable. Your application needs to demonstrate clearly and concisely how you meet each of the criteria. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples where possible.* |
| **Person Specification for the Post of****Administrative Assistant** | Essential/ Desirable |
| **Knowledge & Understanding** | In a fast paced environment in line with a Primary School General Office | E |
| Good working knowledge of SIMs or similar management information system | E |
| A basic understanding of GDPR legislation | D |
| **Qualifications****& Experience** | High standard of Literacy, Numeracy and IT Skills | E |
| Good IT skills including Word, EXCEL, email and the internet. | E |
| Experience in all routine clerical tasks and responsibilities, sufficient to enable the postholder to undertake work with minimal supervision | D |
| Having a flexible approach to work and the ability to work in a stressful and demanding situation for short periods | E |
| **Engaging with Others** | Excellent interpersonal and communication skills to deal with staff, pupils, Trust staff, Governors and outside agencies with confidence, including the ability to promote the image of the school | D |
| An understanding of the necessity for maintaining strict confidentiality, where appropriate. | E |
| **Valuing Diversity** | Experience, or empathy with, working in a multicultural environment | E |
| **Learning Effectively** | IT literate and willing to undertake further training as required. | E |
| A commitment to continuous professional development. | E |
| **Other** | This position requires a DBS certificate | E |
| A positive approach is vital | E |