

London Borough of Havering

Benchmark Job Profile Children, Adults & Housing Directorate

Job title: Administrative Assistant

Grade: Scale 2

Reports to: Head Teacher

Staff managed (if any): None

Job purpose and context

An Administrative Assistant is a member of the school support staff, one of a team responsible for making sure that the efficient and effective organisation and administration of school processes, procedures and policies delivers the best possible service to all stakeholders. In a secondary school, an Administrative Assistant may work as part of a department, faculty or curriculum area.

The Administrative Assistant is often a first point of contact and is, therefore, expected to demonstrate exemplary customer service to both internal and external customers.

Roles and responsibilities

1. To be responsible for the provision of First Aid (after training) in the event of accident or injury and for the completion of relevant documentation according to school procedures
2. To communicate with people in person, on the telephone and using email to:
 - respond to queries
 - provide information and services
 - take and record messages (using the school systems)
3. To use the school reprographics systems to copy and distribute documents, make sure there is a supply of the materials required to operate the systems and report and record faults.
4. To produce letters and documents using word processing equipment.
5. To receive, sort and distribute incoming messages, post and deliveries and to collect and dispatch outgoing mail, packages and so forth.
6. To support the organisation and arrangement of events – which may include (but not exclusively) training courses, assemblies, festivals and concerts – through the provision of materials, equipment, invitations, publicity and so forth.

7. To use computerised management information systems and/or paper based filing systems to enter, record and retrieve data and make returns required by a variety of sources.
8. To be responsible for aspects of the school's resources, monitoring supplies and stock, reporting orders required and reporting breakages and so forth.
9. To support the display of school information and the work of children and classes
10. To provide support to teachers on administration, organisation and the provision and arrangement of resources.
11. To support financial administration by receiving and recording income and following up debts and payments due
12. To work in accordance with the values, culture, ethos, equalities and inclusion policies of the school proactively promoting anti-racist, anti-sexist and anti-discriminatory behaviours in the day-to-day operation of the job.
13. To take appropriate action to identify, evaluate and minimise any risks to health, safety and security in the immediate working environment.
14. To complete school based induction and any subsequent training, for example, modules leading to the ECDL certification in ICT at level 1, required to improve performance.
15. To take part in the school performance management system.

Notes:

1. The authority expects its employees to work flexibly within the framework of the duties and responsibilities specified above. This means that the postholder may be expected to carry out work that is not specified in the job profile but which is within the remit of the duties and responsibilities.
2. Staff in schools work subject to statute and many policies and procedures. The postholder will be expected to become familiar with these and work in accordance with them.
3. This is a new job profile for a new post. It will be subject to review with the postholder after one year and may then be reviewed from time to time

Signed **Date**

Signed **Date**
Headteacher

London Borough of Havering

Administrative Assistant

Model Person Specification

Skills and abilities	Essential	Desirable	Assessed by
Ability to organise one's own work, to prioritise tasks and keep to deadlines	✓		Application & interview
Ability to work independently and support the work of the team	✓		Application & interview
Ability to be flexible and respond effectively to the 'unexpected'	✓		Application & interview
Ability to communicate and interact effectively with adults and children and young people	✓		Application & interview
Awareness of sensitive information and the need for confidentiality	✓		Interview
Ability to follow directions given by teachers	✓		Interview
Ability to demonstrate respect for students and be able to listen to their views	✓		Interview
Displays commitment to the protection and safeguarding of children and young people	✓		Application & interview
Knowledge			
An understanding of health, safety and security issues in schools	✓		Interview
Has up-to-date knowledge of relevant legislation and guidance in relation to working with, and the protection of, children and young people	✓		Application & interview
Qualifications and experience			
Basic ICT certification to support word processing skills		✓	Application & interview
GCSE at level A – C in English and mathematics (or equivalent)	✓		Application
A First Aid qualification or the willingness to complete the training become qualified and keep the qualification up to date	✓		Application and interview
Six months experience, on a voluntary or paid basis, in an office or customer service environment		✓	Application & interview
Willingness and motivation to develop own skills and work towards NVQ Level II in Organisation and Administration	✓		Application & interview