

**Harold Wood Primary School**

**Job title:** Admin Assistant (Receptionist)

Reporting to: School Business Manager

Grade: Grade 1/2

**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.

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

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**Roles and responsibilities**

1. To help and support (where appropriate) office staff to do their jobs efficiently and effectively
2. To communicate with people in person, on the telephone and using email to:

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| * respond to queries and resolve problems and complaints |
| * provide information and services tocustomer requirements |
| * take and record messages (using the school systems) |

1. To train in the use of computerised management information systems and/or paper based filing systems to enter record and retrieve data, supply information in response to requests. (Examples might be, the use of STAR (the staff, teacher, academic database) or the SIMS package used for attendance).
2. To use word processing equipment toprepare, layout, print and dispatch documentsincluding: letters, spreadsheets, memos, committee reports and papers
3. To receive, sort and distribute incoming messages, post and deliveries and the collection and dispatch of outgoing mail, packages and so forth
4. To contributeto the organisation and arrangement of events – which may include (but not exclusively) training courses, meetings of the governors, school assemblies, festivals and concerts – through the provision of materials, equipment, invitations, publicity and so forth
5. To support financial administration by receiving and recording income and following up debts and payments due
6. To use the school reprographics systems to copy and distribute complex andmultiple documents, make sure there is a supply of the materials required to operate the systems and report and record faults
7. To support teachers with administration, organisation and the provision and arrangement of resources
8. 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.
9. To complete the necessary training programme for the position and any subsequent training required to improve performance, for example, the various SIMS packages used in schools,
10. To take part in the school induction/probation system.
11. To understand the importance of being on time and the impact that sickness absence has on the effectiveness of the team and basic ICT as a minimum.
12. The post holder will be required to work 35 hours per week. Times of working are 8.30 a.m. to 4.00 p.m. (30 minutes for lunch) term time only.

**Qualifications**

1. No qualifications are legally or professionally required.

It should be noted that the successful applicant will be required to have an Enhanced DBS prior to applying for this position.

**Notes:**

1. The authority expects its employees to work flexibly within the framework of the duties and responsibilities specified above. This means that the post holder may be expected to carry out work that it 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 post holder 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 post holder after eighteen months and may be reviewed from time to time within that period.

**Harold Wood Primary School**

**Admin Assistant**

**Benchmark Person Specification**

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| **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 work with a high level of accuracy and precision | **🗸** |  | 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** |  |  |  |
| Willingness to be become conversant with the financial regulations of the school | **🗸** |  | Interview |
| **Qualifications and experience** |  |  |  |
| Basic ICT certification to support word processing skills | **🗸** |  | Application & interview |
| NVQ Level II or equivalent qualification in Office Skills |  | **🗸** | Application |
| GCSE at level A – C in English and mathematics (or equivalent) | **🗸** |  | Application |
| Willingness and motivation to develop own skills and work towards NVQ Level III in Organisation and Administration | **🗸** |  | Application & interview |