

Little Heath Primary School



Administrative Assistant Grade 3

Job Description

Job Purpose:

Under the direction of the Office Manager, to provide an administrative service to the school. With customer service at the heart of the role, supporting Senior Leadership, Teachers, Parents and Pupils.

Main Duties and Responsibilities:

1. Be responsible for providing a comprehensive reception service to all enquirers of the school in a welcoming manner, in person, by phone or email, directing calls to the appropriate person.
2. Ensure all signing in and out procedures are adhered to, paying particular attention to the school safeguarding policy.
3. Be responsible for providing an efficient telephone service filtering phone calls, taking and distributing messages, giving information to enquirers and accurately recording information received.
4. Ensure the school calendar/diary is kept up to date of appointments and school activities.
5. Provision of a hospitality service to visitors and governors, setting up governor meetings and other ad hoc meetings as and when required.
6. Processing incoming and outgoing post ensuring all correspondence is distributed appropriately
7. Accepting and signing for deliveries as required.
8. Operate the school Bromcom/Arbor/PS Financial systems ensuring the data base is kept up to date, ensuring work is completed in accordance with the new General Data Protection Regulations.
9. Be responsible for maintaining and updating manual and computerised records and filing systems, production of statistics, completion of returns and assistance in the provision of information in relation to school meals and pupil details/data.
10. Support the use of the MCAS Pay system for parents.
11. Produce and collate a fortnightly school newsletter.
12. Maintaining the database for communicating with parents and users of the school via email/text using the School system.
13. Be responsible for providing a clerical service to the head and other senior managers when required.
14. Assist the Admin Assistant with the efficient administration and organisation of the school website and internet based activities, making sure that these are updated and relevant in accordance with new General Data Protection Regulations.

15. Deal with enquiries from and liaise with officers of various authorities, outside organisations and members of the public.
16. Administer the school fruit scheme, including liaising with provider.
17. Administer the free milk scheme, including liaising with provider.
18. Undertake a wide variety of administrative tasks including the use of office equipment, e.g. photocopiers, scanners, laminator ensuring they are used in a safe and proper manner.
19. Be able to organise and meet deadlines by prioritising your workload whilst working in a methodical and efficient manner.
20. Photocopy, collate, distribute and file documents with due regard for confidentiality.
21. Undertake administrative duties relating to the collection of monies.
22. Assemble papers/documents, obtaining information and anticipating requirements as appropriate, eg. To support Ofsted and other Inspection processes. Photocopy and collate documents, including arranging for printing and despatch of documents for district circulation.
23. Develop good working relationships and effectively communicate with staff at all levels, including parents, pupils, governors, department within Coventry City Council and various other external agencies.
24. Attend relevant training courses to update knowledge and extend own understanding of particular areas.
25. To comply with individual responsibility, in accordance with the role, for H & S in the workplace.
26. Any other duties and responsibilities within the range of the salary grade.

All duties and responsibilities must be carried out with due regard to the City Council's Health and Safety Policy.

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equal Opportunities Policy.

Duties which include processing of any personal data must be undertaken within the General Data Protection Regulations.

GDPR

The post holder must comply with the school's GDPR policy and in particular is required:-

- To ensure data is kept safe and secure and is only retained for the length of time it is permitted to
- To ensure personal data which is no longer required, is securely destroyed following the correct procedures.
- To only share personal information when and where necessary and in line with school's GDPR policy.
- To report to their manager any breaches or concerns

Personal Specification

Job Title: Administrative Assistant

Grade: 3

Reporting to: Office Manager

Location: Little Heath Primary School

Job Requirements

Qualifications & Training	<ul style="list-style-type: none"> • Good level of education • GCSEs in English and Maths or equivalent • Willingness to undertake First Aid at Work training
Knowledge	<ul style="list-style-type: none"> • An understanding of administrative procedures • An ability to use all office equipment within the context of Health and Safety Regulations • Microsoft office packages such as Word, Excel, outlook • School Information Management Systems – Bromcom, Arbor (desirable)
Experience	<ul style="list-style-type: none"> • Proven clerical/office background covering activities such as typing, filing, maintenance of records, using the telephone, dealing with people • Maintenance of financial accounts/records and cash handling • Experience of working with the general public
Skills & Abilities	<ul style="list-style-type: none"> • Able to be a supportive member of a team • Ability to communicate and enjoy working with children in a sensitive and caring manner within a multicultural setting • Able to prioritise and organise workload to meet deadlines, cope with interruptions and remain calm under pressure • Able to liaise and communicate effectively with staff, parents, children and others by telephone and in person • Deal with all matters in a courteous manner and resolve queries and filter callers where appropriate • Able to support the provision of secretarial service e.g. maintain diary, book appointments, take messages etc. • Able to sort, identify, classify, record and file accurately in alphabetical, numerical and subject order • Able to maintain financial accounts relating to official and unofficial funds, both computerised systems and paper records for audit purposes. • Able to record and present information in a neat and legible way. • Able to operate office equipment such as photocopier, computer, fax, laminator etc. • Ability to recognise the importance of and maintain security and confidentiality, within the guidelines of the Child Protection Act and GDPR • Able to provide flexible support to meet operational needs • Demonstrate attention to detail and high level of accuracy
Relations	<ul style="list-style-type: none"> • Have excellent interpersonal skills and be able to communicate effectively • Ability to develop good relations with staff and students • Able and willing to undertake staff training and development • Be able to work as part of a team
Special Requirements	<ul style="list-style-type: none"> • This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A criminal Record Disclosure will be required prior to appointment. • Clear DBS check