



## Job Description

### Vacancy Reference No:

<b>Job Title:</b>	Clerical/Resource Assistant	<b>Job Number:</b>	L3028D
<b>Directorate:</b>	Coventry City Council	<b>Post Number:</b>	
<b>Service:</b>	Schools	<b>Grade:</b>	Grade 2
<b>Location:</b>	Frederick Bird Primary School		

20 hours per week (11am – 3pm Monday to Friday), term time plus teacher training days (39 weeks).

### Job Purpose:

Under the direction of the Office Manager, ensure the provision of an efficient and effective clerical support service to the school, and its Senior Leadership Team, ensuring confidentiality is maintained at all times.

### Main Duties and Responsibilities:

1. Provide a reception service for the school, acting as first point of contact for pupils, parents and visitors, dealing with enquiries as they arise and receiving visitors, ensuring that security procedures are adhered to and the signing in book completed.
2. To undertake clerical tasks on behalf of the Office Manager and Leadership Team.
3. Make and receive internal and external telephone calls, filtering calls as necessary and taking messages as required.
4. Arrange appointments/meetings on behalf of the Leadership Team as directed, liaising with parents, the LA and outside agencies.
5. Ensure that the daily post is opened, date stamped and distributed across the school.
6. Ensure that the weekly post from the LA is processed, dealing with enquiries and replying to standard correspondence as delegated.
7. Supporting parents with the payment of dinner money, trip money and purchases via ParentPay, ensuring that procedures are followed.
8. Oversee the sale of school uniform.
9. Organise Cool Milk for Nursery and Reception.
10. Receive and distribute salary slips in accordance with agreed procedures.
11. Maintain school stationery supplies and resources, ensuring that order request forms are completed as and when goods are required.

12. Take delivery of parcels as they arrive, checking the goods against the relevant paperwork before distributing them.
13. Undertake photocopying, laminating and emailing of information as and when required.
14. Contact parents (or the emergency contact) to advise when their children are sick or injured.
15. Maintain and update filing and pupil record systems, ensuring that emergency contact details are up to date and consent forms for pupils have been received and filed appropriately.
16. Maintain the information boards within the school premises, displaying information of interest to parents such as weekly newsletters.
17. Ensure the reception area is kept clean and tidy and confidential information is store correctly.
18. Undertake an annual review to discuss achievements against job description and identify areas of training needs.
19. 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 corporate data protection guidelines.

This job description may be amended at any time, following consultation between the School Business and Operations Manager or Headteacher and the Post-holder. It will be reviewed annually.

**Responsible to:** Office Manager

Reviewed and updated in September 2023



## Person Specification

<b>Job Title:</b>	Clerical/Resource Assistant	<b>Job Number:</b>	L3028D
<b>Directorate:</b>	Coventry City Council	<b>Post Number:</b>	
<b>Service:</b>	Schools	<b>Grade:</b>	Grade 2
<b>Location:</b>	Frederick Bird Primary School		

	Job Requirements
<b>Knowledge:</b>	<ul style="list-style-type: none"><li>• An understanding of administrative procedures.</li><li>• An ability to use all office equipment within the context of Health and Safety Regulations.</li></ul>

<b>Skills and Abilities:</b>	<ul style="list-style-type: none"><li>• Able to be a supportive member of a team.</li><li>• Able to communicate, and enjoy working, with children in a sensitive and caring manner within a multicultural setting.</li><li>• Able to prioritise and organise workload to meet deadlines and remain calm under pressure.</li><li>• Able to liaise and communicate effectively with staff, parents, children and others by telephone and on an interpersonal level, to obtain and give information in a courteous way and to resolve queries and filter callers where appropriate.</li><li>• Able to sort, identify, classify, record and file accurately in alphabetical, numerical and subject order.</li><li>• Able to record and present information in a neat and legible way.</li><li>• Able to support the provision of secretarial services, e.g. maintain diary, book appointments, take messages and arrange meetings.</li><li>• Able to stay calm with difficult visitors and follow agreed guidelines for such situations.</li><li>• Able to operate office equipment such as photocopier, fax etc.</li><li>• Able to recognise the importance of, and maintain security and confidentiality within, the guidelines of the Child Protection Act.</li><li>• Able and willing to undertake staff training and development courses.</li><li>• Possess a good sense of humour.</li></ul>
------------------------------	--

<b>Experience:</b>	<ul style="list-style-type: none"><li>• Proven clerical background covering activities such as filing, maintenance of records, using the telephone, dealing with people.</li><li>• Maintenance of financial records and cash handling.</li></ul>
--------------------	--

<b>Educational:</b>	
<b>Special Requirements:</b>	<ul style="list-style-type: none"> <li>• This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure will be required prior to appointment.</li> </ul>

Reviewed and updated in September 2023