

## Job Description - Customer Communications Officer

The Futures Trust and President Kennedy School are committed to safeguarding and promoting the welfare of Children and Young People, and require all staff and volunteers to share this commitment.

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| <b>Responsible to</b> | Leader of Communications Services          |
| <b>Grade</b>          | 3 (£17,195 - £18,248 per annum)            |
| <b>Hours</b>          | 37 hours, Term Time plus 3 week (41 weeks) |
| <b>Location</b>       | Based at President Kennedy School          |

### Job Purpose

To ensure all students are able to achieve their best through providing efficient and effective administrative support to the school. To ensure that students, parents and the local community hear our key messages and have an understanding of the key values of our school.

### Duties and responsibilities

- Provide efficient and effective secretarial and clerical support for Departmental Leaders by completing typing, filing and other clerical duties.
- Provide an efficient telephone and reception service to the school by acting as the first point of contact, screening and referring as necessary. This may require liaison with tutorial and non-tutorial staff, parents, students, LEA staff, The Futures Trust, Governors and other external organisations.
- Provide clerical and administrative support to departments where needs demand, subject to prioritising of work by the Leader of Communications Services.
- Implement appropriate procedures and computer based systems relating to the recording of student information, e.g. attendance/assessment information. Liaise with other internal departments to ensure student information is disseminated in accordance with school procedures. Ensure information from Data Collection Sheets corresponds across other year groups with family links.
- Support the Leader of Communications Services in obtaining and collating student data including monitoring/auditing computerised record systems. Provide reports where necessary.
- Maintain and update manual and computerised lists including progress chasing where necessary. Update student details on SIMS when notified of changes of details, either from parents or via Data Collection Sheets.
- Ensure adequate supplies of stationery for the clerical and administrative team.
- Support the reporting of repairs/defects regarding the school buildings to Site Services and report ICT faults to ICT Support via the online reporting system when necessary
- Responsible for the day to day operation of office equipment.
- Responsible for the collection of outgoing mail and the distribution of incoming mail.

- Undertake training and development commensurate with the post.
- Undertake other duties and responsibilities as directed by the Leader of Communications Services.
- Undertake such duties as are within the scope and spirit of the job purpose, the title of the post and its grading.

## Line Management

There is no line management in this role.

## Professional Development

- Maintain personal professional development to ensure that the knowledge and skills required to fulfill the role of Customer Communications Officer are up to date.
- Be a professional role model, and understand and promote the aims of the School and the values of the Trust.

### Special conditions of employment

#### Rehabilitation of Offenders Act 1974

This job is exempt under the Exceptions Orders to the Rehabilitation of Offenders Act 1974. Appointment to this job is subject to an enhanced DBS disclosure being obtained, and any relevant cautions, convictions, bindover orders and warnings being considered.

If the jobholder is arrested, summonsed for an offence or receives a conviction a bindover order or a warning given by a police force, they are required to inform the Headteacher of this fact immediately. Such information will be treated in confidence, so far as this is consistent with the safety of children, compliance with statutory child protection procedures and the School's relevant policies. Failure to disclose such information may result in disciplinary action which could lead to the termination of the jobholder's employment.

#### Safeguarding and Promoting the Welfare of Children and Young People

The jobholder is required to follow all of the School's policies and procedures in relation to safeguarding at all times, and to adhere to the statutory guidance 'Keeping Children Safe in Education'. The jobholder must take appropriate action in the event that they have concerns, or are made aware of the concerns of others, regarding the safety or wellbeing of children or young people.

#### Health and Safety

The jobholder is required to exercise their duty of care by taking responsibility for their own health and safety, and the health and safety of other people who may be affected by their acts or failure to act. Full guidance regarding health and safety is set out in the School's Health and Safety Policy, and in any risk assessments relevant to the jobholder's role or circumstances. Both can be accessed via the jobholder's line manager, and the jobholder is required to comply with these and to use any protective clothing or equipment as instructed at all times.

### **Confidentiality and Data Protection**

The jobholder is expected to comply with the provisions of the Data Protection Act 1998. Any information they have access to, or are responsible for, must be managed appropriately and any requirements for confidentiality and security observed. Information must not be disclosed to any person or Authority, for example a parent or the Police, without observing the correct procedure for disclosure as set out in the School's Data Protection Policy. Nothing shall prevent the jobholder from disclosing information that they are entitled to disclose under the Public Interest disclosure Act 1998 as amended, provided that the disclosure is made in accordance with the provisions of that Act/s.

### **Equality and Diversity**

The School and the Trust are committed to equality and value diversity. As such the School and the Trust are committed to fulfilling their Equality Duty obligations and expect all employees to share this commitment. The Duty requires the School and Trust to have due regard to the need to eliminate unlawful discrimination, harassment and victimisation, advance equality of opportunity and foster good relations between people who share characteristics, such as age, gender, race and faith, and people who do not share them. The jobholder is required to treat all people they come into contact with, with dignity and respect, and is entitled to expect this in return.

### **Training and Development**

The School has a shared responsibility with the jobholder for identifying and satisfying training and development needs. The jobholder is expected to actively contribute to their continuous professional development and learning, and to attend and participate in any training or development activities required to assist them in fulfilling their role and meeting their safeguarding and general obligations.

### **The Trust Operates a Strictly No Smoking Policy**

This applies to all School premises and those where School services are provided.

**This job description reflects the major tasks to be carried out by the jobholder and identifies the level of responsibility at which the jobholder will be required to work, as at the date on which the last review took place.**

**This job description may be subject to review and / or amendment at any time to reflect the requirements of the job. Any amendments will be made in consultation with any existing jobholder, and will be commensurate with the grade for the job. The jobholder is expected to comply with any reasonable management requests.**

**Job description reviewed by: N. Clayton (Headteacher)**

**Date: March 2022**