



JOB DESCRIPTION

Job Description: Administration Assistant

Reporting To: Office Manager

Pay Scale: Scp3

Job Purpose: To provide a comprehensive and effective administrative support and customer service support for the School.

Key Responsibilities:

- Provide a reception service through the switchboard, e-mail and to customers visiting in person, which includes:
 - Dealing with a range of enquiries by telephone, face to face and via e-mail, escalating matters if necessary.
 - Projecting a positive image of the school and maintaining high standards of customer service.
- Provide a comprehensive and effective administrative service to the school, which includes:
 - Inputting bookings into the room booking system, ensuring all relevant departments are informed of booking requirements.
 - Providing various administration services including typing, reprographics, transport bookings, post room etc, using all aspects of Microsoft 365 and other school software systems, e.g. School MIS systems
 - Transcribe minutes at meetings as and when required
 - To monitor the school's electronic on call system, informing relevant duty staff of any calls.
 - Supporting school events including assisting with the organisation and distribution of resources.
 - Staffing lost property events (which includes evening hours).
- Support the communications function of the school, which includes:
 - Being aware of school information to help direct customer service enquiries.
 - Assisting in the running of school and sixth form parent and student events.
- To act as an on call first aider when required on a rota basis and undertake first aid administration duties.
- Monitor and order stocks to ensure that first aid kits and supplies are fully stocked and be responsible for maintaining those used for field and residential trips.

Specific:

The post holder will work closely with other members of the team in support of administrative tasks, communications and customer service across all operations of the School.

The post holder will be responsible and accountable for delivering a high quality customer service and providing appropriate and swift administrative and business support.

The post holder will be required to act on their own initiative or on the authority delegated from their line manager or a member of the School/Trust SLT.

The post holder will be expected to work within the trust and schools' policies and procedures and uphold the organisation's vision.

The key competencies and behaviours commensurate with this post are identified overleaf.

General Information:

The job description is not intended to be a complete list of duties and responsibilities, but details the major requirements of the post. It may be amended at a future time, to take account of the developing needs of the trust. The post holder will undertake any other duties appropriate to the remit.

The trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees and volunteers to share this commitment.

The Health and Safety at Work etc. Act, 1974 and other associated legislation places responsibility for Health and Safety on all employees, therefore it is expected that everyone takes reasonable care for their own health and safety and the health and safety of others.

The above duties may involve having access to information of a confidential nature, which may be covered by General Data Protection Regulations (GDPR) 2018, and by Part 1 of Schedule 12A to the Local Government Act, 1972. Confidentiality must always be maintained and employees must work with and process personal and sensitive information in accordance with Data Protection Act 2018 including the GDPR. Employees must protect the safety and security of information (e.g. using strong passwords, reporting breaches, and ensuring information is stored and disposed of securely).



Ethical Behaviours Charter

Competency	We do this by
Trust	<ul style="list-style-type: none"> • Being reliable, consistent, credible, honest, humble, courageous and kind. • Managing emotions and helping others to do the same. • Keeping promises and doing what we say we will • Having genuine compassion for others
Wisdom	<ul style="list-style-type: none"> • Developing knowledge and expertise, then sharing that knowledge • Learning from mistakes and failures and admitting when we are wrong • Seeing systems and processes as ways to fulfil our purpose, removing or changing them if they fail in that.
Kindness	<ul style="list-style-type: none"> • Being patient, respectful, generous and forgiving. • Acting with compassion and care, listening and seeing the person behind the role • Focusing on relational practice; building trust and rapport with others by empowering and elevating them.
Justice	<ul style="list-style-type: none"> • Doing what is right, rather than what is popular or easy • Ensuring we live our sense of purpose and values in the way we behave, make decisions and communicate. • Applying rules in a consistent, transparent and fair way, whilst allowing for discretion and common sense. • Valuing difference, building diverse teams and encouraging others to behave responsibly and with moral purpose.
Service	<ul style="list-style-type: none"> • Putting ourselves in the service of others. • Reducing stress and anxiety in the organisation by modelling calm and considerate behaviour • Behaving in a dutiful way, demonstrating humility and self-control. • Removing barriers to enable others to do their jobs well
Courage	<ul style="list-style-type: none"> • Holding ourselves to account when something goes wrong. • Remaining calm, optimistic and positive in the face of adversity and change. • Speaking honestly, openly and with empathy
Optimism	<ul style="list-style-type: none"> • Believing in our own ability, and the ability of others, to do what is right to change the world for the better. • Calling out negativity, cynicism and dishonesty. • Remaining positive and encouraging, helping others to overcome challenges and celebrating their success.
Vision	<ul style="list-style-type: none"> • Anticipating the future and embracing it. Thinking strategically, analysing and assessing information to deliver organisational growth. • Reading, researching, networking and sharing learning with others. • Believing in the potential of others; helping them be the best they can be.