

Hodge Hill College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

The successful candidate will be requested to apply for Enhanced Disclosure from the Disclosure Barring Service, although a criminal record will not necessarily be a bar to obtaining the position

Job Description

Post Title: Clerical Assistant

Salary Range: Grade 2
£15,800 - £18,066

Hours: **FULL TIME- Term Time only + 2 weeks**
Mon – Fri, 36.5 hours per week

Responsible to: Senior Office Manager

Key Function:

- Under the direction/instruction of Office Manager to provide comprehensive and efficient administrative support to staff, children and parents and visitors to the school, undertake basic administrative and reception duties such as typing, filing and photocopying and distribution of mail
- To contribute to the reception and clerical services in the school – specialising in particular areas as skills and needs of the clerical team require.
- To maintain a good working relationship with all staff, external agencies parents and visitors to the school, ensuring the correct safeguarding checks have taken place.

Main Duties:

Organisation

- **Carry out work professionally and maintain confidentiality at all times**
 - undertake reception duties, answering routine telephone and face to face enquiries and signing in of visitors
 - serve refreshments to visitors
 - respond to incoming telephone calls, taking messages as appropriate in a polite and friendly manner at all times. Ensure telephone communication is attended to promptly and courteously maintaining confidentiality at all times, being able to use initiative to convey urgent messages to staff

- use SIMS to extract pupil/staff timetables and other contact information
- receive money for trips from pupils, recording income and issuing receipts
- copy typing on behalf of staff
- production of basic memos and internal correspondence
- preparation & printing of mail merge letters etc.
- assist with high volume mailings, e.g. Termly letters, new pupils packs, report collation
- maintain manual and computerised records/management information systems
- Keep your area of work tidy at all times including maintenance of notice boards and publicity
- To organise and prioritize tasks

Administration

- scan & duplicate small/medium print runs using office networked copier
- send larger print jobs to resources department for duplication
- assist with jobs in reprographics as and when required
- monitor 'standard' stationery and first aid stocks on a 'just in time basis' and arrange for replenishment from centrally held stocks.
- Ensure that the reception office and back office is kept in good order
- Control access to the school via security door
- Undertake specific administrative tasks including but not limited to typing, filing, photocopying, editing and data entry
- Ensure accurate pupil data is maintained, i.e. change of address and change of GP etc and to input such changes onto SIMS system
- Produce lists/information/data as required
- order stationary and first aid items
- undertake basic finance tasks e.g. collection of trip money/selling of school uniform
- arrange orderly and secure storage of supplies
- frank outgoing post as necessary
- provide relief cover for members of the administrative team

First Aid and Critical Incidents

- act as additional Emergency First Aider for the school
- assist with First Aid/welfare duties, looking after sick pupils liaising with parents/staff
- assisting with arrangements for visits by school nurse & photographer
- replenish First aid boxes for trips and school offices
- assist in the swift and orderly evacuation of the school
- Act as Fire Marshall or Deputy Fire Marshall –including carry registers / emergency equipment/clearing areas (as per the Critical Incident Policy) to the muster point

Meetings & events

- attend and participate in such Staff Meetings / other working groups as are appropriate to the role
- attend in school and out of hours¹ functions to provide administrative support and a light refreshment service
- When revision classes take place working alternative Saturdays on a rota basis

¹ TOIL/ payment applicable for out of hours working

Professional Development

- attend and participate in training and staff development programmes as per the school's Staff Development Policy

Other Duties

- Be aware of and adhere to school policies and procedures as set out in the staff handbook and other documentation available, including safeguarding, child protection, Health & Safety, Staff code of conduct, data protection etc. reporting any concerns to an appropriate person
- Appreciate and support the role of other professionals
- Show a duty of care and take appropriate action to comply with Health & Safety requirements at all times.
- any other reasonable tasks commensurate with the role
- This post is one of continuous development and the post holder will be encouraged to develop skills and capabilities, including participation in projects and training events. Accordingly, the range of duties and responsibilities outlined above may change from time to time to reflect the changing needs of the organisation.
- Be committed and part of the 'school wide' team by ensuring you are available at changeover duties

Signed: (Line Manager)

Date:

Signed: (Job Holder)

Date:

It is the school's usual practice to review support staff job descriptions every 12 months as part of the Performance Management Process. This timeframe is for guidance only.

PERSON SPECIFICATION

Job Title: Clerical Assistant

Grade: 2

Method of Assessment (M.O.A.)

A.F. = Application Form; I = Interview; T = Test or Exercise;

CRITERIA	ESSENTIAL	DESIRABLE	M.O.A.
EXPERIENCE (Relevant work and other experience)	Experience of working in a fast paced busy environment NVQ level 2 equivalent qualification Proficient use of computerised systems including Microsoft Word, Excel, Publisher	Working in education SIMS Working knowledge of Outlook, PowerPoint, Publisher	AF/I AF/I /T
SKILLS AND ABILITIES Eg Written communication skills, dealing with the public	Ability to demonstrate good interpersonal skills both with team members and with meeting and dealing with school based staff and members of the public.		AF/I

	<p>Keyboard/Computer skills Good numeracy and literacy skills Effective communication skills Excellent organisation skills</p> <p>Able to plan own workload and work accurately whilst maintaining confidentiality.</p> <p>Good typing speed</p> <p>You must be able demonstrate your suitability to work with children and that this will include motivation, ability to maintain appropriate relationships with children, emotional resilience to challenging behaviour, and attitudes to the use of authority and maintenance of discipline (as part of the safeguarding process)</p> <p>This post is covered by Part 7 of the Immigration Act (2016) and therefore the ability to speak fluent spoken English is an essential requirement for the role.</p>	To touch-type accurately, with demonstrable minimum keyboard speed of 40wpm	<p>AF/I</p> <p>AF/I/T</p>
TRAINING	<p>Willingness to undertake relevant training courses as appropriate</p> <p>Willingness to undertake emergency first aid at work training</p>	Emergency First Aid Training Certificate	AF/I
Equal Opportunity	Must be able to recognise discrimination in its many forms and willing to put the Council's Equal Opportunity Policies into practice.		
EDUCATION/QUALIFICATIONS	Good standard of education, particularly in numeracy and literacy. GCSE pass in Maths or English or equivalent	Qualifications in CLAIT, NVQ, RSA	AF/I
PERSONAL QUALITIES	<p>Ability to work in a demanding, fast paced environment</p> <p>Reliable</p> <p>Polite and punctual</p> <p>Friendly and approachable manner</p> <p>Ability to communicate with people from a range of backgrounds</p> <p>Flexible approach to work and hours, with an ability to respond to varied requirements, prioritise accordingly, and work effectively to tight deadlines.</p> <p>Good customer care skills – be able to deal tactfully with people who may be anxious or irate</p> <p>Ability to work as a member of a team and to provide advice to others</p> <p>Good attendance record</p>		<p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p>

Please note any issues identified in your reference will be taken up at interview.

All offers of appointment are subject to:

- a) **Satisfactory medical clearance.** All successful candidates complete a medical questionnaire and maybe required to pass a medical examination.
- b) **Satisfactory references.** One of which should be your line manager in your present or most recent employment, or if you are at school, college or university leaver, your Headteacher or Tutor.
- c) **Confirmation of correct National Insurance number** through checks with the relevant government agencies
- d) **Criminal records clearance at the enhanced level**
- e) **Eligibility to work in the UK** by providing a relevant document as specified by the Asylum and Immigration Act 1996
- f) **Evidence of qualifications** outlined on your application form