



Part A - Grade & Structure Information

Job Family Code	5BF	Role Title	Administrative Assistant level 2
Grade	S5	Reports to (role title)	Head of SEND
JE Band	161-191	School	Three Rivers Academy
		Date Role Profile was created	Jan-18

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. THPT reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>Provide support on a broad range of administrative activities as a member of the school office team to enable the school to function efficiently. Under the direction of the PA to the Head of School and reporting professionally to the SENCO.</p> <p>Key deliverables include:</p> <ul style="list-style-type: none"> • Oversee parental communication via SEND hub address at the school • Organise meetings and prepare paperwork for these in advance • Responsible for SEND administration tasks, updating SIMS, amending SEND register, preparing and amending Annual Review paperwork as directed • Supporting SENCO in all administrative tasks as directed including reprographics for Inclusion team • Supporting School Assessor with administrative tasks in preparation for examinations • Attend Inclusion LM Meetings • Provide a range of administrative services relating to the pastoral care of all students • Administration of processes involved in Year 6 to Year 7 transition, supporting key members of staff and as directed • Support the efficient running of reception, managing telephone and face-to-face enquiries, and ensuring the schools' security procedures for visitors are properly followed, to provide a courteous welcome to all stakeholders, visitors and students and promote a positive and professional image of the • To deal with all student enquiries and concerns taking the appropriate action where necessary. Relaying messages to teaching staff and parents and following up when required • Ensure all parents, visitors and contractors to the school are cascaded, in line with the school safeguarding policy • Provide assistance with photocopying and printing services in the reprographics room, which may also include laminating, binding and booklet printing • Other duties associated with the reprographics department as and when required • In the event of absence, covering colleagues work as appropriate
Work Context and Generic responsibilities	<ul style="list-style-type: none"> • Perform other reasonable duties in line with the school's job requirements • Maintain confidentiality in and outside of the workplace • Be pro-active in matters relating to health and safety and report accidents as required • Support aims and ethos of the school setting a good example in terms of dress, behaviour, punctuality and behaviour, punctuality and attendance
Line & Budget responsibilities	n/a

<p>Representative Accountabilities</p> <p>Typical accountabilities in roles at this level in this job family</p>	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Ensure information and records are processed and stored to agreed procedures. • Assist in providing and manipulating basic data for statistical and other reports. May run and present standard reports. • Prepare and despatch a range of standard correspondence/documents to ensure an efficient response to enquiries and timely conclusion of any process connected with the defined area of activity. <p>Service Delivery</p> <ul style="list-style-type: none"> • Deliver a range of administrative and/or customer/consultancy services in support of existing systems or processes to agreed standards, to maximise service quality and continuity. • Receive and respond to everyday enquiries from customers to provide a timely, courteous and efficient service. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Support a group of senior staff, ensuring confidentiality, and assisting in the effective organisation of internal/external meetings and activities to support a high standard of office organisation. • Assess the range and volume of work to be undertaken for the days ahead and plan to ensure it is completed to time and to an appropriate standard. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Follow established ordering procedures to ensure adequate resources are available to meet work requirements. <p>Work with others</p> <ul style="list-style-type: none"> • Receive visitors and provide/request basic information in a courteous manner to promote a positive image of the work unit. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Minimum 3 GCSEs at Grade C or above, or equivalent, or able to evidence ability at an equivalent level. • Familiar with one or more of the specific processes used in business, communication, financial or HR administration. • Ability to apply relevant health and safety, equality and diversity, and other county/service policies and procedures. • Competent in a range of IT tools. • Ability to work with others to achieve objectives and provide excellent customer service. • Good written and oral communication skills with the ability to build sound relationships with staff and customers. • Ability to prioritise and plan own workload in the context of conflicting priorities. • Experience of working in a busy office environment.
<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	

Role Summary	<p>Roles at this level provide a business support service as part of a specific service or service team. They work within established processes and procedures, resolving problems or queries with the more complex issues referred to others. They support more senior staff by executing the detailed processes in specific aspects of business, financial, communication, facilities and/or HR administration and will be fully versed in all procedures of their specialism. They will be subject to supervision but will be expected to organise their own workload and set their own priorities within short, e.g. day-to-day timescales. They may support a group of more senior staff with some of the more routine duties and ensure matters are dealt with appropriately when they are out of the office. Some roles at this level may be more restricted in terms of variety or organisation of tasks than others. Where this is the case, customer service may be the predominant feature.</p>
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