

Wiltshire Council

School Support Staff

Job Profile

Reference :	SCH058	Grade D
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Job Title :	School Admin Assistant (1) or School Clerical Assistant (1)
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Main Job Purpose :	To provide clerical support to the school administrative function and School Management Team.
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	Main Duties
1.	Undertake word processing of correspondence, standard letters, reports, publications and other documents. Keep a spreadsheet of paid school lunches and assist with school lunch invoices to parents.
2.	Liaise with taxi companies and book taxis for pupils as requested by staff.
3.	File documents in accordance with the established systems. Photocopy and collate documents.
4.	Assist in the production of reports, lists and other information relating to pupils records. Place orders with suppliers and on the school's FMS system. Check off items on receipt, check invoices against receipt of items and process invoices.
5.	Manage the receipt, recording and holding of lost property. Assist with uniform stock and invoices to parents.
6.	Welcome visitors to the school, ensuring its procedures are followed, receiving and prioritising incoming telephone calls, dealing with them appropriately including accurately recording messages as required. To liaise with staff, Governors, pupils, parents and outside agencies as directed.
7.	Open, sort and distribute incoming mail to the school in a timely manner.

Supervision and Management

The jobholder has no regular responsibility for supervising staff but may be required to assist in work familiarisation for new recruits.

Creativity and Innovation (i.e. Problem Solving)

The work undertaken by the post holder is largely regulated by laid down procedures but there is some need to resolve routine problems, e.g. when dealing with callers or queries from school staff.

Contact	Reason for Contact
School staff, pupils	Routine information relating to administrative procedures, lost property arrangements, sorting incoming mail etc.
Visitors to the school, parents	Welcoming visitors, being the first contact in relation to complaints, concerns from parents etc.

Decision Making

Work is carried out within clearly defined procedures but the jobholder may decide on the order in which to carry out work.

Resources

The jobholder is accountable for the accurate handling and security of incoming cash, for amounts totalling up to hundreds of pounds daily.

Working Environment

The job involves regular high usage of IT equipment.

The jobholder is an initial point of contact for the general public and the reason for the contact may be contentious.

Knowledge and Skills

The jobholder requires office skills including word processing, cash handling and dealing with telephone calls/visitors. New starters are required to learn and apply procedures governing office work within a school setting.