

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>5CLES</b>	<b>Role Title</b>	<b>Admin Assistant with Welfare Responsibility</b>
<b>Grade</b>	<b>PS5</b>	<b>Reports to (role title)</b>	<b>DDSL &amp; Attendance officer</b>
<b>JE Band</b>	<b>161-191</b>	<b>School</b>	<b>Priory C of E School</b>
		<b>Date Role Profile created</b>	<b>March 2025</b>

## 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. The Council reserves the right to review and amend the job families on a regular basis.

<b>Role Purpose</b> including key outputs	<p>To be the first point of contact for student well-being and administration issues and minimise absence from lessons. Be responsible for the care and welfare of students who have medical issues so they can achieve in a safe and positive environment.</p> <p>Key deliverables include:</p> <ul style="list-style-type: none"> <li>• To run the schools Truancy call system to inform parents of absent students and establish on the first day of absence the reason why they are not attending.</li> <li>• Monitor absence and inform your line manager of information gathered</li> <li>• To be the main qualified First Aider on site and log incidents to the online accident reporting system.</li> <li>• Keep first aid boxes up to date.</li> <li>• To be responsible for the safe keeping and administration of student medicines in line with school procedures. Liaise with appropriate outside agencies regarding the medical needs of students and follow the guidance provided by the appropriate medical trained professionals.</li> <li>• Order and maintain first aid supplies, keep first aid kits in departments up to date and issue first aid kits for trips/visits</li> <li>• Liaise with the school nurse regarding appointments and arrangements for vaccinations.</li> <li>• Lockers – distribution and organising maintenance and returning keys at the end of year. Allocation of lockers to new students.</li> <li>• Lost property</li> <li>• Support students with timetable issues</li> </ul>
<b>Enlighten Learning Trust Work Context and Generic Responsibilities</b>	<p>This role is based at Priory C of E School part of Enlighten Learning Trust.</p> <p>Enlighten Learning Trust expects all its staff to:</p>

	<ul style="list-style-type: none"> <li>• Maintain confidentiality in and outside of the workplace</li> <li>• Be pro-active in matters relating to health and safety and report accidents as required</li> <li>• Support the aims and ethos of the Trust setting a good example in terms of dress, behaviour, punctuality and attendance</li> <li>• To carry out all such other duties as the SLT or your line manager may reasonably direct; this may include the invigilation of exams.</li> </ul>
<b>Line management responsibility</b> if applicable	N/A
<b>Budget responsibility</b> if applicable	N/A
<b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family	<p>Analysis, Reporting &amp; Documentation</p> <ul style="list-style-type: none"> <li>• Provide and manipulate data for statistical purposes and run and present standard reports.</li> <li>• Prepare and despatch a range of correspondence/documents to facilitate efficient response to enquiries and timely conclusion of any process connected with the defined area of activity.</li> </ul> <p>Service Delivery</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Receive and respond to everyday enquiries from colleagues and customers to provide a timely, courteous and effective service.</li> </ul> <p>Planning &amp; Organising</p> <ul style="list-style-type: none"> <li>• Support a group of senior staff/service team, ensuring confidentiality, and assisting in the effective organisation of internal/ external meetings and activities to support a high standard of office organisation.</li> <li>• Plan and prioritise own week-to-week work activities, to ensure operational efficiency. Refer to more senior colleagues for prioritisation of non-standard work.</li> </ul> <p>Finance/Resource Management</p> <ul style="list-style-type: none"> <li>• Follow established ordering procedures to ensure adequate resources are available.</li> </ul> <p>Work with others</p> <ul style="list-style-type: none"> <li>• Maintain a network of contacts, knowing who to liaise with on key issues to report on and resolve issues.</li> <li>• Communicate and liaise with service users and/or external contacts, usually through established routine connections as own section of work requires.</li> </ul> <p>Duties for all Values: To uphold the values and behaviours of the organisation. Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety &amp; 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. To have regard to and comply with safeguarding policy and procedure as appropriate.</p>

<b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b>	<p>Minimum 5 GCSEs at Grade C or above, or equivalent, or able to evidence ability at an equivalent level.</p> <ul style="list-style-type: none"> <li>• Relevant HR, management, communication, business administration or financial qualification to NVQ Level 2/3, or able to evidence knowledge/understanding of relevant discipline.</li> <li>• Familiar with one or more of the specific processes used in the relevant discipline.</li> <li>• Ability to apply relevant health and safety, equality and diversity, and other County/Service policies and procedures.</li> <li>• Competent in a range of IT tools.</li> <li>• Ability to work with others to achieve objectives and improve customer service.</li> <li>• Good written and oral communication skills with the ability to build sound relationships with customers.</li> <li>• Good administrative /organisational and analytical skills.</li> <li>• Ability to prioritise and plan own workload in the context of conflicting priorities and work on own initiative.</li> <li>• A methodical approach to information gathering, recording and reporting.</li> <li>• Previous relevant work experience.</li> <li>• Experience of maintaining business processes and systems.</li> <li>• Ability to guide and support less experienced or more junior colleagues (for some roles).</li> </ul>
<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<p>The successful candidate will be subject to a satisfactory enhanced disclosure from the Disclosure and Barring Service (DBS). Enlighten Learning Trust is committed to the safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.</p> <ul style="list-style-type: none"> <li>• Experience of working in a school. <ul style="list-style-type: none"> <li>• Ability to work independently as well as a part of a team.</li> <li>• Willing to learn new skills and attend training as required.</li> <li>• Full first aid qualification</li> </ul> </li> </ul>
<b>Role Summary</b>	<p>Roles at this level provide a business support service as part of a specific service or service team. They will carry out a range of administrative tasks using knowledge of general office routines and procedures, together with a broad understanding of the department and how the tasks directly support the service or service team. The work is within established processes and procedures and while it may not be subject to direct supervision, guidance is readily available. They will be expected to organise their own workload and set their own priorities within short, e.g. day-to-day or week-to-week timescales, usually reacting to clear deadlines or processes. 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 the procedures of their specialism. They may be involved in guiding the work of more junior staff. For some roles, customer service may be the predominant feature, e.g. dealing with a variety of clients in relation to a department's activities. Others 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.</p>