

# Heathfield Community School

## Job Description:



**Job title:** Administration Assistant + First Aider

**Salary:** Grade 13

**Hours:** Full-time or Part-time will be considered.

**Contract type:** Term time plus 5 inset days

**Reporting to:** Office Manager

**Responsible for:** administrative support

### Main purpose

This person, under the direction of the Office Manager, will:

- Provide an administrative service which will include typing/word processing documents, taking and receiving telephone calls, making diary appointments, taking minutes at meetings, record keeping, organising and arranging meetings with outside agencies / parents / prospective parents etc.
- Act as a local point of contact for staff, parents and students by telephone, email and at reception as required, ensure enquiries are dealt with promptly and professionally also ensuring appropriate visitor procedures are followed.
- The postholder will be one of a team of First Aiders based in the office. You will need to complete a First Aid at Work certificate so will be required to attend a 3 day training course to obtain this certificate and ensure that this is kept up to date.

### Duties and responsibilities

- To work with the senior leaders of the school to ensure that their administrative duties are carried out for the effective running school.
- To work in the busy main school office as part of a team or at another location within the school as needed.
- To check the attendance of identified students during the course of the day and liaising with other members of staff to locate any student not present.
- To effectively use the school's data computer system (SIMS), word processing system, excel and email system (Outlook), Class Charts and CPOMS.
- General typing as required, including letters for students, parents and other stakeholders.
- Completes appropriate data input and paperwork on the computerised system associated with the smooth administration of the school. e.g. school transport records, pupils' records (SIMS), admissions, personnel, examination entries, assessment recording and attendance etc.
- Creates reports from the above and assists staff and school management in the interpretation and analysis of the information. Identifies any changes to improve the process.
- To cover reception staff breaks, help when really busy and cover any staff absences.
- Other duties will include answering the telephone, photocopying, franking mail and filing. All necessary training will be given.
- To undertake any other duties which are reasonably assigned to you by the Office Manager commensurate with the level of the post.
- Provide First Aid as required and reporting them on the appropriate reporting system.
- Support with ensuring that the school has an adequate provision of First Aid supplies, stationary and sundries.
- Processing any term time leave request forms from students.
- Organise and distribute incoming and outgoing post as needed.

- Assist with organising parents' evenings and other meetings and events, including the organisation of rooms and equipment, and providing refreshments as required.
- Act as the first point of contact for parents and visitors arriving at the school.
- Deal with telephone and face-to-face enquiries efficiently and in a professional and supportive manner
- Seek support from other colleagues where necessary to respond to complex enquiries.
- Respond to messages promptly and accurately, passing on information to relevant staff members as necessary.
- Assist staff and pupils with the information and support they need.
- Control access to the school in line with the school's safeguarding procedures, including signing-in visitors, checking identification as necessary, issuing passes and notifying them of safeguarding and safety procedures.
- Be alert to unknown individuals on the school premises and report any concerns in line with the school's procedures.
- Updating staff trays, telephone lists and staff lists and any other centrally held information.
- Ordering of any stationary supplies for the office.
- Updating any policies, including adding to the school website as needed.
- General admin duties for senior leadership team.
- The above outlines the main duties and responsibilities of the post but may not **identify** each individual task to be undertaken.
- You will work as a part of the wider administration team across the school to support each other and cover as needed.
- Working with site staff to support managing the school in an emergency situation.

### **Other areas of responsibility**

The post holder will be required to safeguard and promote the welfare of children and young people and follow school policies and the staff code of conduct.

Please note that this is illustrative of the general nature and level of responsibility of the role and this Job Description and does not define in detail all duties/responsibilities of the post. The postholder may be required to do other duties appropriate to the level of the role, as directed by the Headteacher. The Job Description will be reviewed on a regular basis and may be subject to modification or amendment after consultation and agreement with the postholder. Additional detailed guidance can be found in the Heathfield Community School Practice document which is issued to all members of the teaching staff.

### **Problem Solving and Creativity**

- Creativity is not an on-going requirement of the job. The resolution of problems will usually involve applying predefined responses to problems/situations encountered and are largely regulated by laid down procedures.
- The job is normally subject to interruption. A program of tasks describes a collection of activities forming an identifiable area of work. Interruptions may lead to a subsequent change of direction. Conflicting priorities/resource needs can be resolved by jobholder but advice is available from the Office Manager/Headteacher.

### **Decision Making**

There is limited autonomy to make decisions from an established range of alternatives within clearly defined rules/procedures, with established pre-defined options.

The job holder is expected to resolve routine problems but must seek assistance for anything unusual or difficult. Decisions have a limited and short-term effect on employees beyond immediate colleagues or on the public. Effects of decisions would be relatively quickly known and readily amended if necessary.

### **Physical Effort and Working Conditions:**

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The post holder has a high level of usage of IT equipment on an ongoing basis. Majority of the job holder's work will involve the use of computer systems.

This post is offered as a term time contract and does not allow for absence during school term times or inset days other than as covered by the absence policy. Annual leave entitlement is paid as additional paid weeks over the year.

## **Contacts and Relationships**

- Office Manager
- Administrative team
- Pupils
- Parents
- Staff

## Person specification

CRITERIA	QUALITIES	
	ESSENTIAL	DESIRABLE
<b>Qualifications and training</b>	<ul style="list-style-type: none"> <li>➤ Good literacy and numeracy skills</li> <li>➤ A good general standard of education</li> </ul>	<ul style="list-style-type: none"> <li>➤ First aid training (or willingness to complete it)</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>➤ Carrying out administrative tasks</li> <li>➤ Dealing with face-to-face and telephone interactions</li> <li>➤ Working and collaborating within a team</li> </ul>	<ul style="list-style-type: none"> <li>➤ Working with children or young people</li> <li>➤ Working within Education</li> </ul>
<b>Skills and knowledge</b>	<ul style="list-style-type: none"> <li>➤ Good oral and written communications skills</li> <li>➤ Ability to respond quickly and effectively to issues that arise</li> <li>➤ Ability to plan, organise and prioritise to meet deadlines</li> <li>➤ Ability to use own initiative and take action accordingly</li> <li>➤ Excellent attention to detail</li> <li>➤ Ability to use IT packages including word processing, spreadsheets and presentation software</li> <li>➤ Ability to use relevant office equipment effectively</li> <li>➤ Ability to build effective working relationships with colleagues</li> <li>➤ Understanding of data protection and confidentiality</li> </ul>	<ul style="list-style-type: none"> <li>➤ Understanding of safeguarding</li> </ul>
<b>Personal qualities</b>	<ul style="list-style-type: none"> <li>➤ Commitment to promoting the ethos and values of the school and getting the best outcomes for all pupils</li> <li>➤ Commitment to acting with integrity, honesty, loyalty and fairness to safeguard the assets, financial probity and reputation of the school</li> <li>➤ Ability to work under pressure and prioritise effectively</li> <li>➤ Commitment to maintaining confidentiality at all times</li> <li>➤ Commitment to safeguarding and equality</li> <li>➤ Embraces change well</li> <li>➤ Deals with difficult situations effectively</li> </ul>	