



JOB SPECIFICATION Administrative Assistant

Reports To: IT Director

Why	Job Summary <ul style="list-style-type: none">To provide general clerical and administrative support to the IT department as well as maintaining a positive and friendly atmosphere and ensuring the smooth running of the office on a day-to-day basis.	
What	Main Responsibilities <ul style="list-style-type: none">Undertake routine administration tasks, including answering emails, and managing deliveries, reports, data entry, etc.Greet and look after visitors.Provide clerical support, including word processing, photocopying, filing, faxing and emailing.Sort and distribute incoming and outgoing mail and all incoming emails.Maintain diaries, arranging appointments/meetings as appropriate, including venues, facilities and refreshments. Prepare and distribute documentation and take minutesPrepare service information packs for clients under the guidance of the service delivery managers.Create, update records and maintain service desk reports under the guidance of the Service Desk Manager.Handle various office needs and general upkeep; manage issues, and interact with relevant suppliers and clientsOrder office supplies and equipment as neededAssist in preparing purchase orders and collating quotesPrepare and submit expense claims for managementManage outgoing post and shipmentsAssist the Trust's HR function as necessary.Booking, preparing and organising meeting rooms, supporting training courses and other group activities.Ensure confidentiality at all times.Administer First Aid on completion of relevant training.Any other responsibilities deemed appropriate to the level of post.	
How	<u>Competencies</u>	<u>Personal Attributes</u> (level expected when job is conducted to the required standard)
	Framework <i>Seeking to establish the framework and guiding principles; making a positive contribution to the wider life and ethos of the Trust.</i>	Demonstrates the Trust's ethos and adopts high standards of behaviour in their role.
		Motivates others to take responsibility for their own health and safety.
		Participate effectively as a member of a team, fostering positive relationships.
		Efficient and methodical, monitors and attends to detail; checks for errors.
		Undertake appropriate professional development to secure progress in your career.
		Developing practice ensures effective professional contribution across the department.
	Development <i>Monitoring, coaching, guiding and supporting teams and individuals, setting examples of desired behaviours.</i>	Developing supervision skills and provides informal leadership/direction.
		Consults at the start and as appropriate throughout the activity and within the team.
	Leading <i>Providing direction to ensure that the resources are available to achieve results in the most effective way.</i>	Willing to accept responsibility for own activities and those of the team.
		Involved in setting tasks.
		Makes short term, considered plans.
	Task Management <i>Establishing appropriate courses of action for oneself and others to accomplish.</i>	Conscientious in adhering to deadlines and perseveres to achieve project tasks.
		Briefs immediate colleagues well, transferring knowledge as appropriate. Giving others opportunity to ask questions and check understanding.
		Presents information in a structured and logical way, and uses a variety of communication techniques, taking account of the needs of the audience.
	Communication <i>Providing direction to ensure that the resources are available to achieve results in the most effective way.</i>	Reasons logically and focuses upon solving the problem, building upon previous experience.
		Initiates joint decision making within own team.
	Problem Solving/Decision Making	Knows how to report, record and pass on information.
		Deals with task problems within own team.
		Demonstrates the Trust's ethos and adopts high standards of behaviour in their

	<i>Able to identify a potential problem, propose and assess solutions and decide upon a course of action.</i>	role.
		Motivates others to take responsibility for their own health and safety.
		Participate effectively as a member of a team, fostering positive relationships.

Context	Interfaces	Internal/External	Seek opportunities to collaborate with other professionals beyond the Academies and across the Trust.
		Financial impact/budget	Ensure resources are affordable and available to achieve improvement plans and stated strategic objectives.
		English Language Fluency	An ability to converse at ease with all customers and provide accurate advice in order to fulfill all spoken aspects of the role through the medium of spoken English.
	Scope	People (directly/indirectly manage)	Act as a role model, promoting consistently high expectations of behaviour in a professional and courteous manner.
	Education, Qualifications and Experience (EQE)	Essential: Educated to GCSE grade C/4 standard (or equivalent) in 5 Subjects. Experience of working in an administration role Use of a range of software packages such as MS Office. Competent with maintaining and using spreadsheets. Desirable: Cash handling and management	
	Safeguarding	All adults employed by the Trust are responsible for safeguarding and promoting the welfare of children they are responsible for or come into contact with. As such, all employees will undergo relevant background checks, including a Disclosure and Barring Service (DBS) Enhanced check with Barred List Check, in order to satisfy our statutory obligations.	

Whilst every endeavor has been made to outline all the duties and responsibilities of the post, this document does not specify every item in detail. Where broad headings have been used, all associated duties are naturally included in the job description.