

## **NET Academies Harlow Administrative Assistant**

### **Job Purpose**

To provide effective and efficient clerical, financial and welfare support to the school.

**Reports to:** Office Manager, Head of School

**Liaison with:** Head of School, Office Manager, school staff, pupils, parents and external agencies

### **Key Responsibilities**

#### **Finance**

- Responsibility for the collection of dinner monies and completion of all catering returns for school meals and free school meals, and relevant liaison with parents.
- Collection, recording and issuing of receipts for other monies as required, including school uniform, trips and school photographs.

#### **Administration**

- Act as an ambassador for the school when greeting parents and other visitors, and act as a first point of reference when visitors arrive.
- Provide secretarial, clerical and administrative support to the Head of School, Assistant Headteacher, Office Manager and other staff.
- Demonstrate excellent professional relationships with children, parents and colleagues.
- Perform receptionist duties throughout the school day, including acting as the first point of reference for children, parents, visitors and telephone enquiries.
- Offer helpful, friendly, approachable and professional service at all times and take appropriate action on own initiative, resolving minor matters, and referring more serious matters to appropriate members of staff.
- Check goods, return unwanted items and arrange servicing and maintenance as required.
- Maintain high standards when managing confidential information, complying with the school's data protection procedures and legal requirements at all times.
- Monitor registers on a daily basis, calling families in cases of pupil absence and sending absence / lateness letters to parents, with support from the Office Manager as appropriate.

#### **General**

- Participate in the performance and development review process, taking personal responsibility for identification of learning, development and training opportunities, in discussion with line manager.
- Comply with individual responsibilities, in accordance with the role, for health and safety in the workplace.
- Ensure that all duties and services provided are in accordance with the School's Equal Opportunities Policy.
- Share in the School's commitment to safeguarding and promoting the welfare of children, including understanding and adhering to the Safeguarding and Child Protection Policy.
- Other duties as reasonably required by the Line Manager.

## Person Specification

Specification	Requirement	Example
Qualifications & Experience	Specific qualifications and experience	Experience of administrative work in a busy office environment Educated to NVQ Level 2 or equivalent with GCSEs in Maths and English First Aid qualification Completion of DCSF induction programme
	Knowledge of relevant policies and procedures	Knowledge of general school policies and procedures Knowledge of Health & Safety policy and procedures
	Literacy	Good reading and writing skills
	Numeracy	Ability to count and undertake calculations
	Technology	Ability to use word processors, basic databases and photocopier
Communication	Written	Ability to complete forms and write routine letters
	Verbal	Ability to exchange verbal information clearly and sensitively with children and adults
	Languages	Seek support to overcome communication barriers with children and adults
	Negotiation	Ability to consult with colleagues
Working with Children	Behaviour Management	Understand and implement the school's behaviour management policy
	SEN	Understand and support the differences in children and adults and respond appropriately in relation to the role
	Curriculum	Basic understanding of the learning experience provided by the school
	Child Development	Basic understanding of the way in which the children develop
	Health & Wellbeing	Understand the importance of physical and emotional wellbeing Ability to support children who may be unwell
Working with Others	Working with Partners	Understand the role of others working in and with the school
	Relationships	Ability to establish rapport and respectful and trusting relationships with children, their families and carers and other adults
	Team Work	Ability to work effectively with other adults in the school Ability to work on own
	Information	Ability to provide timely and accurate information
Responsibilities	Organisational Skills	Good organisational skills Ability to work accurately and with attention to detail
	Time Management	Ability to manage own time effectively
	Creativity	Ability to follow instructions
General	Equalities	Demonstrate a commitment to equality
	Health & Safety	Working knowledge and good understanding of Health & Safety
	Child Protection	Understand and implement child protection procedures
	Confidentiality & Data Protection	Understand procedures and legislation relating to confidentiality
	CPD	Be prepared to develop and learn in the role