**Job Description**

**Post Title:**

Administrative Assistant / telephonist for student support services

Scale 3 Point 5-6

Hours 30

## Prime Objectives of Post

To provide a friendly and efficient telephone reception service for parents and carers answering routine queries and directing and responding to phone calls and e mails. To co- ordinate ‘on-call’ requests and provide administrative and clerical support to the student support functions across the school.

## Supervisory Responsibility

Occasional supervision of Individual/small groups of pupils

## Supervision Received

Line managed by the Admin Lead

Deputy Head teacher

Head teacher

## Decision Making

Decisions in relation to prioritising On Call Requests

Decision re follow up of phone calls and e mail communication

Prioritise workloads

Confidentiality

Decisions in relation to school policy

## Responsibility for Assets

General responsibility for fixtures, fittings, safety etc.

Confidentiality of data and information

## Contacts

All staff, senior and junior, teaching and non-teaching, Attendance Officer, Social Services and other agencies

Pupils

Parents and carers

Visitors & Guests

## Duties Specific

* To provide a professional and effective Pastoral telephone reception provision, demonstrating excellent customer service skills when acting as the first point of contact for Parents and carers
* To be the first line of contact for Parents and carers regarding student/Pastoral issues
* To log parental calls and liaise with appropriate staff.
* The timely answering and transfer of all incoming student related telephone calls.
* Respond to out of hours voicemails regarding Pastoral Issues.
* To provide response to teaching staff regarding On Call requests and communicating On Call requests to the SMT and On Call Support Worker.
* Assist in the maintenance of a safe environment for pupils and staff
* To support effective and timely communication linked to attendance issues
* Safeguard and promote the general wellbeing and health of individual pupils and of any class or group of Students
* Establish and maintain relationships with individual students and groups
* Provide feedback and monitor the impact of on call in consultation with key staff in the school such as heads of year, tutors and SMT
* Work collaboratively with colleagues and communicate regularly with staff.
* To be flexible and highly organised.
* To work to deadlines in a calm and confident manner when under pressure.
* To handle confidential matters relating to students
* Maintenance and update of student records, BROMCOM, CPOMS as appropriate
* Attend Meetings as required
* Any other duties which may be requested by the Head teacher to ensure the smooth running of the school