



JOB DESCRIPTION

Title: Administrative Assistant **Grade:** BR4 **Reports to:** Admin and Data Manager

MAIN PURPOSE OF THE JOB

Under the guidance of senior staff, be responsible for undertaking administrative and organisational processes within the school. Assist with the planning and development of support services.

The post holder has no supervisory responsibility for staff.

The post holder will be required to work flexibly across all four Riverside School sites as operational needs arise.

TASKS

ORGANISATION

- Undertake reception duties including supporting with visitors, answering routine telephone calls and face to face enquiries. Reception duties may vary by site and will include managing visitors, supporting safeguarding procedures, and maintaining a professional front-of-house environment.
- Organising arrangements for visits by school nurse, photographer etc.
- Manage the school's shared diary system
- Contribute to the planning, development and organisation of support service systems/procedures/policies.
- Assist in the recruitment, supervision, training and development of other support staff.

ADMINISTRATION

- Operating the visitor management system, facilitating system updates and highlighting issues
- Maintain and support with the management of manual and computerised records/management information systems
- Provide routine clerical support eg. photocopying, filing, emailing, completion of routine forms
- Undertake typing, word-processing and other ICT based tasks. This includes but is not limited to use of Microsoft 365 (Outlook, SharePoint, Teams) and the school's MIS
- Sort and distribute mail
- Undertake routine administration eg. registers/school meals
- Provide administrative and organisational support to other staff.
- Provide administrative support to the school's Annual Review Process
- Analyse and evaluate data/information and produce reports/information/data as required
- Undertake administration of complex procedures.
- Handle sensitive and confidential information in line with GDPR and school data protection policies.

RESOURCES

- Operate office equipment eg. photocopier, computer and operate relevant equipment/ICT packages (e.g. Word, Excel, databases, spreadsheets, Internet).

- Undertake routine financial administration eg. collect and record dinner money
- Monitor and support with the management of stock and supplies, ordering, cataloguing and distributing as required.
- Provide general advice and guidance to staff, pupils and others.
- Undertake general financial administration e.g. processing orders.
- Assist with marketing and promotion of the school.

RESPONSIBILITIES

- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Be aware of and support diversity and ensure equal opportunities for all.
- Contribute to the overall ethos/work/aims of the school.
- Establish constructive relationships and communicate with other agencies/professionals as necessary.
- Attend and participate in relevant meetings as required.
- Participate in training and other learning activities and performance development as required.
- Demonstrate flexibility and adaptability in response to changing priorities within a busy school environment.
- Recognise own strengths and areas of expertise and use these to advise and support others.
- Undertake any other duties commensurate with the level of the post, as required to ensure the efficient and effective running of the Department/Section.
- Use initiative to identify and resolve routine administrative issues, escalating where appropriate.

CONTACTS AND RELATIONSHIPS (customer focus, both internal and external)

Provide to customers/clients the specified standard and level of service that is expected, noting and passing on any shortfalls or potential improvements.

MANAGEMENT AND LEADERSHIP

Fully and positively participate in the school's performance appraisal scheme in order to develop and enhance personal and service performance.

SAFEGUARDING

Riverside School is committed to safeguarding and promoting the welfare of children and young people. There is an expectation that all staff share this commitment. The post holder will be required to adhere to the school's safeguarding procedures and policies and be seen to actively promote them in all aspects of his / her work.

EQUAL OPPORTUNITIES

Riverside School takes its duty to eliminate unlawful discrimination, harassment and victimisation seriously. All staff are expected to share this commitment and foster good relations between different groups and treat all people associated with the Riverside community with dignity and respect at all times.

HEALTH AND SAFETY

Employees are required to work in accordance with the School's Health and Safety policies and under the Health and Safety at Work Act (1974), ensuring the safety of all parties they come in to contact. In order to ensure compliance procedures should be observed at all times under the provision of safe systems of work through safe and healthy environment and including such information, training instruction and supervision as necessary to accomplish those goals.

PERSON SPECIFICATION

Title: Administrative Assistant **Grade:** BR4 **Reports to:** Administration and Data Manager

EXPERIENCE (Essential Requirements)

- General reception/clerical/administrative work

QUALIFICATIONS/TRAINING (Essential Requirements)

- NVQ Level 1 or equivalent qualification or experience.
- Good numeracy/literacy skills.
- Depending on role, may require Fire Warden, Appointed Person & Emergency First Aid at Work training (provided by the school).

KNOWLEDGE/SKILLS (Essential Requirements)

- Good understanding and ability to use relevant technology eg. Photocopier.
- Ability to remain calm under pressure.
- Excellent keyboard/computer skills.
- Participate in development and training opportunities.
- Ability to relate well to children and adults.
- Work constructively as part of a team, understanding school roles and responsibilities and your own position within these.
- Ability to work independently proactively.
- A good understand of workload management and the ability to work to tight deadlines.