

Central Support Officer

Postholder:

Post:	Central Support Officer (CSO)
Grade:	NJC Scale 4, Spine Point 7-10
Contract:	Between 41 and 52 weeks
Hours:	35hrs/ week
Line Managed by:	Central Support Manager (CSM)
Line Managing:	N/A

Main Purpose of the Job:

Provide efficient and effective, higher-level administrative support across a range of areas across the school.

Main Responsibilities

- Staff Front Office Reception and Student Help Desk, as required, including “
 - Fielding face-to-face enquiries from parents, students, staff and visitors in a polite and efficient manner.
 - Operating a busy switchboard politely and efficiently, directing calls to other persons within school or elsewhere as appropriate and taking accurate messages for prompt dispatch to their intended recipient.
 - Taking prompt and appropriate action in response to these and any other queries.
 - Maintaining an overview of the Reception area as a whole, including the visitors’ seating area, taking action as appropriate to ensure it is maintained as an attractive and welcoming environment.
 - Ensuring safeguarding policies are scrupulously adhered to, particularly as regards arrangements for signing visitors in and out and for responding to the presence of intruders on site
- Provide day-to-day administrative support, as directed by the Central Support Manager or Deputy Central Support Manager, in a range of ways, including:
 - Making and tracking diary appointments
 - Maintaining filing systems and ensuring all documentation is easily accessible
 - Ensuring all documentation is available as required for meetings etc - including internet search information if requested – and disseminated to school staff or other attendees, as appropriate
 - Producing straight-forward ICT presentations as requested, drawing on information provided by line manager
 - Receiving and welcoming visitors
 - Generating and issuing standard letters, as requested
 - Directly contacting parents/carers in relation to routine matters, eg attendance issues
 - Accurate and speedy inputting and retrieval of basic data
 - Straight-forward analysis of basic data
 - Straight-forward accuracy checking of documentation – eg letters, student reports etc – prior to distribution.
- Undertake other routine administrative tasks as required, including production of quality media resources.
- Maintain a working knowledge of all key tasks and activities within the team, in order to facilitate internal cover arrangements, in the event of any absence.

- Undertake exam invigilation, as required – including providing individual support to special consideration students, such as scribing, reading questions etc
- Carry out as required higher-level responsibilities, including:
 - Providing specialist admin support to identified teams, as required, including SEN, 6th Form and others as appropriate
 - Assisting the Study Centre Manager in delivering efficient and effective management of all matters related to the day-to-day running of the Study Centre.
 - Taking wider responsibility for mounting displays around the school.
 - Assisting the Finance & Compliance Manager with delivering efficient day-to-day operation of the school's accounting systems – disbursement, petty cash, school fund, lettings, sales etc – including banking and monthly reconciliation.
 - Assisting the Attendance & Welfare Officer with delivering efficient and effective preventative strategies to secure good attendance by students.
 - Assisting the Exams Officer with delivering efficient and effective higher-level administration of the school's exams and testing programme
- Contribute as necessary to student supervision duties, including at the following times:
 - Before and after school
 - Break
 - Lunchtime
- Participate as appropriate in the school's agreed Performance Management Programme.
- Demonstrate a commitment to own continuing professional development, through participation in appropriate training.
- Maintain awareness of and comply with all relevant school policies –particularly any matters relating to Confidentiality, Safeguarding, Health & Safety or Equal Opportunities.
- Undertake any additional duties or responsibilities as reasonably directed by the Headteacher, commensurate with the scope and grade of the post.

Safeguarding

The post-holder will have due regard for safeguarding and promoting the welfare of children and young people and will follow the child protection and safeguarding procedures adopted by Langdon Park School.

Any safeguarding and child protection issues will be acted upon immediately by informing a Designated Child Protection Lead.

“The School as an employer is committed to safeguarding and promoting the welfare of children and young people as its number one priority. This commitment to robust Recruitment, Selection and Induction procedures extends to organisations and services linked to the school on its behalf”.

(Ref: Safeguarding Children and Safer Recruitment in Education 2007).

Annual Leave

Annual Leave to be taken only in accordance with the school’s published policy.

Signed By:

Post Holder Date

Line Manager Date

Headteacher Date

Central Support Officer (cont)

Person Specification

Qualifications

- Educated to at least A level or equivalent
- OR
- Appropriate relevant higher-level administrative experience

Experience

- Experience of higher-level administration or other relevant work in a school or other comparable organisation
- Experience of interfacing directly with members of the public and/or children in a school or other comparable organisation

Skills and Understanding

- Good organisational, communication and interpersonal skills
- Good command of standard software packages commonly used in school administration
- Good level of technical competence in all areas relevant to the post
- Understanding of and commitment to the Langdon Park aims and the challenges and opportunities facing the school
- Understanding of the need for and commitment to the importance of flexible working across the whole support staff team
- Understanding of the need for and commitment to maintaining excellent attendance and punctuality

Qualities

- A positive attitude to work and life
- Able to adapt quickly to changing circumstances and take speedy appropriate action when circumstances require it.
- Confident in ability to carry higher-level tasks, particularly those involving significant interaction with parents/carers or students
- Hard-working, resilient and professional.
- Commitment to own continuing professional development and to supporting the continuing professional development of others