

Administrative Assistant

In this document, you will find more information about this particular role. Use the contents page below to skip to a specific section.

Contents

About.....	2
The Post.....	2
The Support Staff.....	2
The Role.....	2
Applying.....	2
Job Description.....	3
1. Main Purpose of the Job.....	3
2. Accountabilities.....	3
3. Duties & Responsibilities.....	3
4. Knowledge & Experience.....	5
5. Performance Standards.....	5
6. Additional Information.....	5
Person Specification.....	6

Reminders

The closing date for this post is **9.00am on Tuesday 26 March 2024.**



About

The Post

This post offers the successful candidate a fantastic opportunity to join our excellent school, and to work within an inspirational and supportive team of staff. The post is term time only (plus INSET days and one additional week equating to 40 weeks a year) and it is permanent. The working pattern is 36 hours a week, with a 7.00am start time to facilitate the school's cover arrangements.

We are looking to appoint a person preferably with experience of working in an educational setting and with relevant prior experience. For all applicants we will be seeking to identify the potential to fulfil this role. Remuneration will be on Scale 5.

The Support Staff

The key aim for all of our staff is to provide an excellent education across all subjects and across the age and ability profile. We are committed to developing the abilities, skills and attributes of all our students, allowing them to work towards and achieve their maximum potential. The team of support staff play a critical role in the school and contribute greatly to creating an environment where expectations are high and our students can be successful.

The Role

This post is a key appointment and is to ensure that we are a welcoming establishment and an efficient and effectively run school, so that our students and staff can work in the best possible learning and teaching environment.

The work will require the post-holder to work as part of an administrative team and as part of the wider school support staff team. The person will be responsible to the Office Manager and senior members of the school's leadership team. The operational running of the school's cover system will form the basis of the work every morning and then moving to support the main office team, including a shift on school reception.

Applying

HOW TO APPLY

You must complete our Support Staff application form from the school website, ensuring that all sections are fully completed.

The application will include a supporting statement, which should demonstrate how your qualifications and experience make you a good candidate for the post.

SENDING YOUR APPLICATION

If completing the application form, please address your application to the HR Manager, Miss Prem George. You may submit applications:

- by email to school@isleworthsyon.org (with a subject line of 'Job Application: Administrative Assistant'); or
- by post to: Isleworth & Syon School, Ridgeway Road, Isleworth, Middlesex, TW7 5LJ.

Applications must be received by **9.00am on Tuesday 26 March**. Early application is encouraged, as we may well undertake selection processes on receipt of completed forms.

Rehabilitation of Offenders Act 1974 (Exceptions)

Isleworth & Syon School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. This Act requires applicants for employment concerned with the provision to persons under the age of 18 of schooling, supervision, training or recreational facilities which allows access to children and young people, to disclose all their previous criminal convictions whether "spent" or "unspent", bind-over orders and cautions, as defined within the Act. The successful applicant will be subject to an Enhanced DBS check, references and other pre- and post-employment checks.

In addition, if shortlisted, we will undertake online searches to ensure the suitability of applicants who aspire to work in our school.

Equal Opportunities

The School is totally committed to avoiding all forms of discrimination as set out in the UK Equality Act (2010), and values diversity amongst its staff and for applicants for posts. The School, therefore, aims to ensure that all individuals are treated fairly and equally. Unless the job is covered by a statutory exception, we will not discriminate directly or indirectly on the grounds of: cultural background; ethnic or national origin; nationality; age; gender; sexual orientation; disability; religion; marital status; or membership of a trade union.

Read the Job Description on the next page.

Job Description

GRADE:	Scale 5	DATE:	March 2024
PATTERN:	36 hours per week - term time only plus INSET Days plus 1 weeks (equates to 40 weeks a year)		
RESPONSIBLE TO:	Office Manager		

1. Main Purpose of the Job

- 1.1. The Administrative Assistant is responsible for assisting in the delivery of a high-quality education by:
 - 1.1.1. Supporting and contributing to the overall ethos, work and aims of the School.
 - 1.1.2. Supporting with the administrative and organisation processes in the School, including leading on the school's cover arrangements.
 - 1.1.3. Acting as the initial point of contact for parents/carers, visitors and other stakeholders and so will be an ambassador for the school.
- 1.2. It should be noted that it is expected that the job description will evolve as both the role and the post holder develops.

2. Accountabilities

- 2.1. To liaise with the members of staff, contractors and visitors (including parents/carers) as required.
- 2.2. To develop and nurture effective working relationships with a range of colleagues and members of the school community.
- 2.3. To ensure health and safety legislation and good practice are always implemented.

3. Duties & Responsibilities

3.1. ADMINISTRATION

- 3.1.1. To establish and maintain good relationships with all students, parents/carers, colleagues, contractors, and other professionals.
- 3.1.2. To assist with the provision of efficient and effective administrative and clerical support services in accordance with the school's objectives, policies and procedures and ensuring that work is undertaken in a collaborative manner with other colleagues.
- 3.1.3. Manage all cover arrangements on the school's MIS, proactively and reactive, every morning with any late absence from teaching or support staff.
- 3.1.4. Maintain cover records.
- 3.1.5. Manage the invoices associated with all cover arrangements and agencies.
- 3.1.6. Undertake typing, word processing, report production and the collation of materials within specified time limits.
- 3.1.7. Analyse and evaluate information and data and where appropriate produce reports for a range of audiences.
- 3.1.8. Provide administrative support for school events and activities, including trips and ventures.
- 3.1.9. Update school databases, including Management Information Systems, ensuring that entries are made in a consistent and highly accurate manner.
- 3.1.10. Assist with managing the various school email addresses including accounts for general communications, admissions and any others as required. Ensure that messages are forwarded to relevant colleagues and replies made in a timely manner.

-
- 3.1.11. Assist with incoming and outgoing mail, including parcels and larger deliveries.
 - 3.1.12. Assist with school communications, including sending emails to the whole school or groups as directed.
 - 3.1.13. As required, undertake specific project work or act as a lead worker/contact for certain whole school workstreams e.g., SEND support, safeguarding, liaison with businesses etc.
 - 3.1.14. Ensure that the handling of difficult or sensitive information is managed well and with an appropriate level of confidentiality.

3.2. RECEPTION

- 3.2.1. Act as the first point of contact for parents/carers, visitors and contractors arriving at the School.
- 3.2.2. Deal with all verbal interactions (face-to-face or by telephone) in an efficient and professional manner.
- 3.2.3. Respond to messages promptly and accurately, passing on information to other colleagues as appropriate.
- 3.2.4. Assist students and staff with enquiries as required.
- 3.2.5. Ensure that the reception area is kept in a meticulous condition, in order to present a professional environment and ensure a high degree of confidentiality.
- 3.2.6. Should a complex situation arise, seek support from other colleagues as necessary.

3.3. SECURITY

- 3.3.1. Ensure that visitors to the school are welcomed and properly signed in and out as required. In line with safeguarding requirements, check identification of visitors when required.
- 3.3.2. Notify visitors of the School's safeguarding requirements.
- 3.3.3. Control access to the school from reception, ensuring that visitors are met by a member of staff and that they do not wander the school unaccompanied.
- 3.3.4. Assist with the access control to the school premises, including the call system on the school gates.
- 3.3.5. Be alert to unknown individuals on the premises and report any concerns in line with school expectations.
- 3.3.6. In the event of an evacuation alarm, act as a Fire Warden as required by the policy.

3.4. GENERAL

- 3.4.1. On occasion, work outside of normal working hours as required for emergency cover.
- 3.4.2. To participate in school emergencies as required, including co-ordinating arrangements, locating students and relevant staff, providing contact details and completing necessary documentation.
- 3.4.3. To assist in arranging and giving training sessions to temporary staff to ensure that they are aware of procedures and regulations.
- 3.4.4. To attend training sessions and meetings as required.
- 3.4.5. To undertake first aid training and responsibilities as required and provide lunchtime or emergency cover for the School's Welfare Room on a rota with other staff.
- 3.4.6. To contribute to the supervision of the school by undertaking duties at breaktime and at other times by agreement, ensuring that the School's behaviour management strategies are utilised to contribute to a purposeful learning environment.
- 3.4.7. To assist with marketing and promoting the school by adopting a professional approach to communications and interactions with all stakeholders.
- 3.4.8. To retain confidentiality about all aspects of school life.

3.4.9. On occasion if needed, to work as an exam invigilator, having undertaken training on exam invigilation.

3.4.10. To assist in such duties and activities relating to any of the above areas appropriate to grade as the Headteacher and Trustees shall from time to time reasonably require.

4. Knowledge & Experience

Please see Person Specification.

5. Performance Standards

Performance will be measured against outcomes in relation to set targets and progress as measured against individual and/or team development plans.

6. Additional Information

- 6.1. This job description describes the range of duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed.
- 6.2. This job description is not necessarily a comprehensive definition of the post. It will be reviewed at regular intervals and it may be subject to modification or amendment at any time, after consultation with the post holder.
- 6.3. The post requires that you should take an appropriate share of the responsibilities attached to staff generally within the school in connection with the work of the team/department and school.
- 6.4. Post-holders will adhere to the Staff Code of Conduct and the Dress Code for Staff and show a record of excellent attendance and punctuality.
- 6.5. Post holders may deal with sensitive material and should maintain confidentiality in all school-related matters. Child Protection Policies and Procedures, and General Data Protection Requirements are to be followed at all times.
- 6.6. Post-holders will participate in the School's appraisal system.
- 6.7. Post-holders will be involved, as required, with the development of quality standards and performance measures and to ensure they are implemented and maintained.
- 6.8. Post-holders will provide support to students during periods of contact and help promote the values and aims of the School and a general feeling of well-being at all times.
- 6.9. Post-holders will undertake other work of an appropriate nature in the interests of the School, as directed by the Headteacher.

JOB HOLDER SIGNATURE:		DATE:	
PRINT NAME AND TITLE:			

LINE MANAGER SIGNATURE:		DATE:	
PRINT NAME AND TITLE:			

Read the Person Specification on the next page.

Person Specification

CRITERIA	ESSENTIAL	DESIRABLE	ASSESSMENT METHOD
Qualifications and training	First Aid training or a willingness to complete a relevant course. Evidence of personal development, training and qualifications.	Qualifications should include at least a GCSE grade C/Level 4 in English and mathematics (or equivalent)	Application form. Proof of qualifications.
Experience	Carrying out administrative tasks. Dealing with face-to-face interactions and telephone conversations. Working collaboratively in a team.	Experience of working in an educational environment. Experience of performance management procedures.	Application form / letter. Interview. Reference.
Skills, attributes, and personal qualities	Written and spoken fluency and accuracy in English. Efficient and meticulous in organisation. Ability to display a high degree in initiative and to take appropriate action. Ability to build and form good relationships with students, parents/carers, colleagues and other professionals. Excellent telephone manner. Evidence of excellent attendance and punctuality record. Recognition of the importance of personal responsibility for Health & Safety.	Desire to enhance and develop skills and knowledge through CPD Able to follow direction and work in collaboration with Line Manager and Leadership Team. Ability to absorb and understand a wide range of information and deal with confidential issues appropriately. Able to work flexibly to meet deadlines and respond to unplanned situations.	Application letter. Interview. Reference.
Professional knowledge & understanding	Working knowledge of relevant policies, procedures, codes of practice, and awareness of relevant legislation such as Health & Safety. Ability to maintain records and to provide evidence of work, progress and attainment over time. Ability to proficiently use office computer software including word-processing and spreadsheets, database and internet systems.	A working knowledge on MS packages, including MS Teams. A desire or ambition to develop professionally within the school.	Interview. Reference.
Commitments & philosophy	Commitment to equal opportunities and to all aspects of an inclusive education. A commitment to the highest standards of child protection. Commitment to the ethos and life of the school.	A commitment to always share best practice. Able to work additional hours on occasion to support school emergencies. A commitment to working with other partners in education and business for the benefit of student learning across the school.	Application letter. Interview. Reference.

CRITERIA	ESSENTIAL	DESIRABLE	ASSESSMENT METHOD
	Committed to the highest standards of professionalism.		

Selection decisions will be based partly on the criteria outlined in this form. At each stage of the process, an assessment will be made by the appointment panel to determine how far the criteria have been met.

Criteria should be addressed on the application form and/or in the statement of application. Criteria will be further tested later in the process through interviews and other methods such as presentations.

When completing your statement of application, you should ensure that you provide supporting evidence of how you meet the criteria through reference to work or other relevant experience. We will consider any reasonable adjustments under the terms of the Equalities Act (2010), to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post.