

JOB DESCRIPTION AND PERSON SPECIFICATION

<u>Job Title:</u> Administration Officer	<u>Grade:</u> Grade C (points 4-6)
<u>Job Family:</u> Organisational Support	
<p><u>Overall Purpose of Job:</u></p> <p>As an Administration Officer, you will provide routine clerical, administrative support and provide additional support in receptionist duties as required at the Academy.</p>	
<p><u>Main Responsibilities:</u></p> <ol style="list-style-type: none"> 1. You will provide routine clerical support e.g., photocopying, filing, emailing, and completing routine forms. 2. You will ensure that everyone is dealt with in a courteous, professional, calm and friendly manner. 3. You will provide an excellent customer service to parents, pupils, colleagues and visitors to the Academy. 4. You will assist in the organisation of afterschool clubs and activities. 5. You will support team members, sharing learning and best practice in order to contribute to the overall team effectiveness. 6. You will assist with student's first aid and welfare duties, looking after sick students, liaising with parents/staff as required. 7. You will assist with arrangements for visits by the School Nurse, photographer, etc. 8. You will maintain manual and computerised records/management information system. 9. You will undertake typing, word processing and other IT based tasks. 10. You will sort and distribute both incoming and outgoing post. 11. You will provide cover for reception duties when required, being the first point of contact for visitors, parents and pupils, answering routine telephone and face to face enquiries and the signing in and out of visitors. 12. You will report inappropriate student behaviour and serious incidents to your Line Manager without delay. <p>General</p> <ol style="list-style-type: none"> 13. You will be aware of and comply with policies and procedures relating to child protection, inclusion, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person without delay. 14. You will participate in training and other learning activities and performance development as required. 15. You will ensure you carry out your role in a way that demands high standards whilst supporting inclusion and welcoming diverse thinking. 16. You will ensure strict confidentiality in all areas of work. 17. You will work and process personal and sensitive information in accordance with the Data Protection Act 2018 and the UK General Data Protection Regulations (UK GDPR). 18. You will ensure work is conducted in a way that protects the safety and security of information (e.g., strong passwords, reporting breaches, securing paper records, securely disposing of records). <ol style="list-style-type: none"> 19. You will understand and comply with the statutory guidance regarding safeguarding of children, always ensuring the safeguarding and promotion of children's welfare, reporting any concerns to the Designated Safeguarding Officer at once. 20. You will always comply with the Trust's policies and procedures. 21. You will undertake other reasonable duties (with competence and experience) as requested, in accordance with the changing needs of the organisation. 	

KNOWLEDGE, SKILLS & EXPERIENCE

Essential

- GCSE Grade C/4 in English and Maths, or equivalent (C)
- Relevant work experience or vocational training with regard to reception/office work (A/I)
- RSA Level 2 word processing, or equivalent (A/I/C)
- Working in an office environment (A/I)
- Familiarity with relevant school procedures, policies and guidelines (A/I)
- Knowledge of a range of standard computer packages e.g. Microsoft Office, Outlook email (A/I)
- Able to communicate clearly face to face, by telephone and in writing with a wide range of people (A/I/R)
- Able to relate well to children and adults (A/I)
- Able to work sensitively with confidential information (A/I/R)
- Able to work with a high level of accuracy (A/I/R)
- Able to work to demanding and often conflicting deadlines (A/I/R)
- Able to work with a minimum of supervision (A/I/R)
- Commitment to self and team development (A/I)
- Able to maintain a safe, calm and happy ethos (A/I)

Desirable

- NVQ Level 2 Administration, or equivalent (A/I/C)
- Experience of using Bromcom or similar programme (A/I)
- Experience of working in an office within a school or educational setting (A/I)
- Emergency First Aid or First aid at work qualification (C)

Key: C – Certificate; A – Application Form; I – Interview; R - Reference

BEHAVIOURS

- Proactive
- Organised
- Team Player
- Flexible
- Clear communicator
- Reliable
- Trustworthy
- Honest

CONTACTS AND RELATIONSHIPS:

Managers - in daily contact with senior leaders/Principal within the Academy.

Support Staff – in daily contact with support staff who are involved in administration, finance, cleaning, catering, site supervision and health and safety.

Trust Staff – in regular contact with Trust staff within finance, facilities, ICT, and human resources.

External – in regular contact with students, AAB members, parents/carers, suppliers, contractors, external agency professionals, and visitors to the Academy

Note:

This job description is provided for guidance only and does not form part of the contract of employment.

The post holder will be subject to an enhanced DBS check with barred list.

