

Academies Enterprise Trust

**Job Description**

**Job Title:** Office Assistant

**Location:** Maltings Academy & New Rickstones Academy

**Hours of work:** 37 hours per week, 39 working weeks (term time plus 5 non-student days)

**Reports to:** Office Manager

**Purpose of the Role:**

To provide an efficient and professional administrative/reception service at the discretion of the Office Manager, which may include working in other administrative areas of the Academy, when necessity requires.

**Duties**

**Main Office Administration**

1. To adminster Academy events using the t-card system (process lists)
2. To maintain and update t-cards for Academy events and administration tasks
3. To deal with telephone calls, emails and correspondence
4. To maintain high levels of quality assurance for all correspondence and other related documents
5. To use the parent communication system to send emails and texts to relay general information ie newsletters
6. To prepare spreadsheets for mail merge documents
7. To assist in the management of administration and student archived documents.
8. To liaise with partner academies and other external institutions
9. To maintain stationery supplies and complete stationery orders when required for Administration Team

**Other Administration**

1. To cover/support Reception as required
2. To cover/support Reprographics to cover staff absence and busy periods
3. To cover/support Student Services to cover staff absence and busy periods including administering first aid (training will be given).

**General**

* 1. To participate in the performance and development review process, taking personal responsibility for identification of learning, development and training opportunities in discussion with line manager
  2. To comply with individual responsibilities, in accordance with the role, for health & safety in the workplace
  3. To ensure that all duties and services provided are in accordance with the academy’s Equal Opportunities Policy
  4. To maintain confidentiality in all academy related matters

**Other clauses:**

1. The above responsibilities are subject to the general duties and responsibilities contained in the Teachers’ Pay and Conditions.
2. This job description allocates 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.
3. The job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year and it may be subject to modification or amendment at any time after consultation with the holder of the post.
4. This job description may be varied to meet the changing demands of the academy at the reasonable discretion of the Headteacher /Head of Academy.
5. This job description does not form part of the contract of employment. It describes the way the post holder is expected and required to perform and complete the particular duties as set out in the foregoing.
6. Postholder may deal with sensitive material and should maintain confidentiality in all academy related matters.

**Safeguarding**

We are committed to safeguarding and protecting the welfare of children and expect all staff and volunteers to share this commitment. A Disclosure and Barring Service Certificate will be required for all posts. This post will be subject to enhanced checks as part of our Prevent Duty.

March 2019

**Please sign and return one copy to Human Resources and keep one copy for your records.**

Signed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Print Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Person Specification**

**Job Title: Office Assistant**

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|  | **Detail** | **Essential requirements:** | **Desirable requirements:** |
| **Qualifications** | Qualifications required for the role | * GCSE grade C / 4 (or standard equivalent) in Maths and English. |  |
| **Knowledge**  **/Experience** | Specific knowledge/  experience required for the role | **Specialist Knowledge/Experience**   * Administration experience * maintaining accurate records * good typing skills * co-ordinating events or processes * Knowledge of a range of strategies to deal with classroom behaviour as a whole and also individual behavioural needs * Knowledge & understanding of Health and Safety * Excellent IT skills (Microsoft Office or G-Suite)   **Organisation & Planning**   * Experience of planning and managing a busy workload and conflicting priorities to deadlines   **Problem Solving**   * Experience of resolving problems independently * Experience of adapting effectively to changing situations   **People Skills & Customer Focus**   * Experience of building and maintaining effective relationships with others and negotiating effectively * Experience of working effectively as part of a team * Experience of providing excellent customer service (anticipating and exceeding customer needs) * Experience of motivating and inspiring others | * Previous experience in a similar role |
| **Skills** | Line management responsibilities (no.) | * n/a |  |
| Forward and strategic planning | * Ability to plan work on a half-termly |  |
| Budget (size & responsibilities) | * n/a |  |
| Abilities | * Excellent literacy & numeracy skills * Ability to stay calm under pressure * Excellent communication skills with ability to use clear language to communicate information unambiguously both verbally and in writing |  |
| **Personal Characteristics** | Behaviours | * Customer focused * Demonstrate a commitment to equality * Takes responsibility and accountability |  |
| **Special Requirements** |  | * Successful candidate will be subject to an Enhanced Disclosure & Barring Service Check * Right to work in the UK * Evidence of a commitment to promoting the welfare and safeguarding of children and young people * Willing to work flexibly to meet academy needs including the ability to work at both academy sites * Willing to undertake relevant training courses |  |