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**JOB DESCRIPTION AND PERSON SPECIFICATION**

**Post Title: ADMINISTRATIVE ASSISTANT**

**Grade:** G5 (SCP 13-17)

**Responsible to:** Business Manager

**Liaison with:** Students, Visitors, Teaching and Support staff

**Purpose of the post:**

* To support all aspects of school administration.
* To manage and organise school events and processes.
* To work alongside the leadership team and marketing company in the promotion of the school.
* To ensure the provision of a friendly, welcoming and informative central enquiry point for students and staff.
* To assist students and staff access help and support across all departments using school information systems.

**Main duties and responsibilities:**

**Manage School Events and Processes**

* Co-ordinate the administration of the school calendar and events as required including but not limited to: Parent’s evening, Open evenings, Prize giving, School Photographs, School Visits, School Performances etc.
* Under the guidance of the designated Leadership team member, to liaise with Bus Companies and the LA on safe transport to and from school including behaviour agreements, service provision and complaints.
* Ensure the efficient production of important school resources to; for example, Staff and Student Planners, exercise books etc.
* Ensure high standards of presentation of Student Services areas including displaying up to date printed information for use by all stakeholders.
* Meet and greet students and visitors providing external services including showing them to their appointment, helping them set up and resolving any problems on the day.
* To support the accurate maintenance of student records – paper based and online.
* Under the guidance of the External Visits Coordinator, liaise with staff in relation to the administration of educational visits and ensure all documentation is in order.

**Enquiry Point**

* To ensure the provision of a friendly, welcoming and informative central enquiry point for students and staff, ‘triaging’ enquiries, identifying appropriate sign posting and relevant information.
* Meet and greet all students/parents and visitors to Ridgewood School, providing an initial welcome, dealing with any problems or queries and helping them navigate the organisation.
* Respond proactively to ensure an excellent level of service for all students and maintain responsibility for a student, visitor or enquiry until their query has been resolved.
* As part of a team, staff the Student Services and/or main reception desk 8.30am – 4.30pm during term time.

**Support Services for Students and Staff**

As part of a team, administer important services for students and staff including, but not limited to:

* All aspects of incoming and outgoing post and deliveries.
* The booking of transport for student’s groups.
* Manage the school shop.
* The processing and production of letters, emails, minutes, reports, spreadsheets, databases and any other information or documentation which may be required by staff or students.
* Organise the provision of key central resources including but not limited to office stationery, printing, photocopying, keys, ID cards.
* To administer basic first aid within the guidelines outlined in legislation, Health & Safety regulations and DFE recommended guidelines.
* Ensure all student admission documents are recorded and filed.

**Marketing and Website Maintenance**

* To assist in the marketing of the school, to update the school website and social media pages as and when required.
* To liaise with the marketing company in providing details of the events within school and the promotion of such events, including the arrangement of any printed materials.
* To ensure the website is compliant and up to date with all statutory and Ofsted required information.
* To promote news and school calendar events through the website and a range of Medias.
* Proof reading, reformatting, uploading, making amendments to materials etc.

 **Miscellaneous**

* Undertake appropriate training as required in order to be able to undertake the duties and responsibilities that are required.
* To undertake such other duties that may from time to time be reasonably requested.
* To participate in the process of annual review.
* To be aware of the responsibility for personal Health, Safety and Welfare and that of others who may be affected by your actions or inactions.
* To co-operate with the employer on all issues to do with Health, Safety and Welfare.
* These duties and responsibilities should be regarded as neither exhaustive nor exclusive as the post holder may be required to undertake other reasonably determined duties and responsibilities commensurate with the grading of the post.

**All posts at the academy are subject to a six-month probationary period. Confirmation of the position is subject to satisfactory completion of this period.**

**Person Specification**

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| --- | --- | --- | --- | --- |
|  | Essential | Desirable | Tested at Interview | Tested at Application |
| **Qualifications** |  |  |  |  |
| 5 x GSCEs inc English and Mathematics, grade C or above (or equivalent).  | X |  |  | X |
| Level 3 qualifications (A level, BTEC or similar) |  | X |  | X |
| Willingness to obtain and/or enhance qualifications and training for development in post. | X |  | X | X |
| **Experience** |  |  |  |  |
| Experience of working with students. |  | X |  | X |
| Experience of producing and managing documents, spreadsheets and presentations to a high standard. | X |  | X |  |
| Experience of working in a customer service type role. | X |  | X | X |
| Experience working in an administrative position | X |  |  | X |
| Experience of using IT to a high level to manage the smooth running of high quality events and processes within an organisation | X |  | X | X |
| **Knowledge** |  |  |  |  |
| Understanding of the administration requirements of a school. |  | X | X | X |
| Knowledge and understanding of school based computer systems and Microsoft Office |  | X | X | X |
| Knowledge of Data Protection |  | X | X |  |
| Champion for equality, diversity and inclusion and understanding of how this is relevant in a school setting.  |  | X | X |  |
| **Skills and Abilities** |  |  |  |  |
| Experience of leading a team and managing people.  | X |  | X | X |
| Able to work in and adapt to a fast-paced, changing environment. | X |  | X | X |
| Able to problem solve and develop solutions. | X |  | X | X |
| Effective time management skills and able to take responsibility for workload and prioritising of tasks. | X |  | X | X |
| Ability to handle confidential information | X |  | X | X |
| Able to work collaboratively with others. | X |  | X | X |
| Able to communicate clearly and confidently using a range of channels. | X |  | X | X |
| Able to build strong relationships and networks with stakeholders. | X |  | X | X |
| High level IT skills, to help drive the organisation of events across the school | X |  | X | X |
| Ability to communicate effectively both orally and in writing especially with the Head Teacher, other Senior Leaders, Achievement Co-ordinators , and other professionals.  | X |  | X | X |
| Ability to work under pressure and to deadlines. | X |  | X | X |
| Able to show attention to detail, accuracy in all tasks. | X |  | X | x |
| **Personal Attributes** |  |  |  |  |
| Demonstrates a positive attitude, professionalism, passion, energy and a willingness to support all customers and stakeholders. | X |  |  | X |
| Demonstrates integrity, fairness and consistency in all working practices. | X |  |  | X |
| Motivated and commitment to continuous improvement. | X |  |  | X |
| Ability to plan and prioritise own workload and manage conflicting demands  | X |  | X | X |
| Excellent organisational skills  | X |  | X | X |
| Excellent communication and interpersonal skills  | X |  | X | X |
| Excellent use of IT  | X |  | X | X |
| The post is subject to a satisfactory record check being undertaken by the Disclosure & Barring Service |