

## Job Description

<b>Service</b> General Administration	<b>Post Title</b> Administrative Support	<b>GRADE</b> B1 - B3 based on experience
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### Purpose of job

- In liaison with the Headteacher/Office Manager, to be responsible for ensuring delivery of a high quality and efficient service within the administration area.
- To assist in providing a range of administrative support for internal and external customers.

### Responsibilities

- To work as part of a team to provide excellent customer focussed services
- Act as the first point of contact for visitors, parents and pupils – both in person and on the telephone. It is expected that everyone will be dealt with in a courteous, professional, calm and friendly way
- To use IT applications, website and databases effectively to deliver administrative tasks.
- To input and retrieve data using computerised systems including SIMs
- To prioritise work to meet conflicting deadlines
- To maintain accurate records and track progress of work
- To undertake administrative duties including - raising orders, check invoices and ordering & monitoring stocks supplies
- To use the financial accounting systems, procedures and organisation in order to assist Office Manager/Headteacher, in the operation of the financial procedures
- To process computer-based recording and reporting of attendance and to sign pupils in and out of school during school hours.
- To collate and prepare information from a variety of sources
- To communicate effectively with internal & external customers and colleagues in relation to work undertaken
- To work with others to help improve work organisation and effectiveness
- Assist with pupil first aid/welfare duties, looking after sick pupils, liaising with parents and staff as required.
- To ensure promotion and support of Equal Opportunities and Health & Safety
- To undertake any other duties that are commensurate with the post

### **Relationships**

The postholder will be required to work flexibly to deliver an efficient Service.

There will be regular contact with pupils, colleagues, other members of staff, line managers and internal and external customers

### **Economic conditions**

Grade:	B1-B3 based on applicant's experience
Annual Leave:	Term time only working plus 5 days
Hours:	<b>36.5</b> hours per week
Conditions of Service:	NJC Conditions apply

### **Prospects**

#### **Promotion**

Whilst there is no automatic progression to any more senior posts, opportunities do exist for advancement and promotion, dependent upon normal staff movements and on the capabilities of the individual post holder.

#### **Training**

The School encourages training both "in-house" and external to meet the needs of the individual and of the Service.

### **QUALIFICATIONS**

NVQ level 3 or equivalent

Maths and English GCSE C grade and above

**EMPLOYEE SPECIFICATION:** Detailed below are the types of skills, experience and knowledge that are required of applicants applying for the post.

### SKILLS

Able to communicate effectively with a wide range of people

Able to input/ retrieve information from databases

Able to process documentation using Microsoft package

Able to accurately enter/retrieve data information from information systems

Able to work flexibly as part of a team & show initiative

Able to prioritise work to meet conflicting deadlines

Able to demonstrate good maths and English skills

### KNOWLEDGE/QUALIFICATIONS

Knowledge of general office procedures and practice

Knowledge of relevant financial regulations to carry out financial transactions

NVQ Level 3 or equivalent

Knowledge/qualifications demonstrating ability in maths and English

### EXPERIENCE

Experience of dealing with queries from a wide range of people

Experience of working in partnership with others to deliver work to set deadlines

Experience of providing customer focussed services

Experience of participating in teams and working on own initiative

Experience in the use of the Microsoft package

Experience of extracting and analysing data from information databases

### BEHAVIOURAL AND OTHER RELATED CHARACTERISTICS

Willing to abide by the School/Council's Equal Opportunities Policy in the duties of the post, and as an employee of the school and Council.

Willing to carry out all duties having regard to an employee's responsibility under the Council's Health and Safety Policies

To display a responsible and co-operative attitude to working towards the achievement of the service area aims and objectives

An ability to respect sensitive and confidential work.

Commitment to own personal development and learning.

