Knowleswood Primary School

Outline Job Description

POST TITLE:	**GENERAL ADMIN ASSISTANT**
RESPONSIBLE TO:	**BUSINESS MANAGER**
GRADE:	**BAND 6**
HOURS:	**37 – TERM TIME ONLY PLUS 3 DAYS**

GENERIC INTRODUCTION:

The following information is furnished to assist staff joining the School to understand and appreciate the work content of their post and the role they are to play in the organisation. The following points should be noted:

1. Whilst every endeavour has been made to outline the main duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings, therefore, may have been used below, in which case all the usual associated routines are naturally included in the job profile.

2. Employees should not refuse to undertake work, which is not specified on this form, but they should record any additional duties they are required to perform and these will be taken into account when the post is reviewed.

3. Knowleswood Primary School is an Equal Opportunities Employer and requires its employees to comply with all current equality policies in terms of equal opportunity for employment and access to the Council Services.

4. Knowleswood Primary School is committed, where possible, to making any necessary reasonable adjustments to the job role and the working environment that would enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

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PRIME OBJECTIVES OF THE POST:

To assist in the provision of high quality professional, flexible, proficient and constructive clerical, administration, financial support and reception service to the school.

Responsible to the Business Manager from whom they will receive formal supervision and who will allocate work when necessary. However, much of the work is self-generating, and the post holder will be expected to work within established procedures and guidelines and to prioritise day-to-day work, referring only exceptional or complex queries to senior members of staff. In the absence of the Business Manager would be expected to liaise with senior team members to ensure continuation of essential services.

To provide prompt and effective information, advice and access to services provided by the School to parents/carers, governors, community groups, members of the public and other agencies, dealing with requests for help and intervention, seeking guidance from and working in conjunction with senior/qualified professional staff on more complex requests. Undertaking and promoting the School to public and external agencies.

May from time to time be required to undertake other duties commensurate with the grade and level of responsibility defined in this job description.

KNOWLEDGE AND SKILLS:

(See Personnel Specification)

EFFORT DEMANDS:

- Will work under supervision and on occasion under own initiative, working to the priorities set by the Business Manager and wider Senior Leadership Team.
- To contribute to the overall ethos/work/aims of the school.
- Day to day decisions regarding the organisation of the working area/workload and school priorities.
- To participate in in-school training and other training programmes as required, and maintain personal and professional development in order to meet the changing demands of the post.

RESPONSIBILITIES:

ORGANISATION

- To give advice and guidance as appropriate, making decisions regarding individual visitors/callers in terms of the advice and information provided, liaising with other staff within the school and assessing the level of urgency.

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- Assist the Receptionist and General Admin Assistant undertake reception duties such as answering routine telephone and face to face enquiries and signing in visitors.

- Assist with pupil first aid/welfare duties, looking after sick pupils, liaising with parents/staff etc.

- Manage all lines of written and electronic communication with parents.

- Act in a supervisory role to support the reception function of the office.

ADMINISTRATION

- Provide routine clerical support e.g. record and circulate messages to other members of staff, photocopying, filing, scanning, faxing, emailing, complete routine forms, sort and distribute mail, ensuring supplies of internal forms are kept well stocked.

- Maintain filing systems.

- Basic data inputting of computerised records/management information systems.

- Undertake typing, word-processing and other IT based tasks.

- Responsibility for the management of bookings i.e. trips and transport.

- Responsibility for other pupil-focused schemes or initiatives in school i.e. Dinner debts, School Milk, Uniform vouchers, School Photos.

FINANCE

- Responsible for the processing of orders

- Responsibility to comply with all financial guidance and legislation

RESOURCES

- Responsible for the safe keeping of office equipment and secure storage of supplies.

- Operate office equipment e.g. photocopier, computer.

- Maintaining stock and supplies and prepare information to help in the processing of orders.

- Support senior members of staff in the collection and recording of school monies and other financial administration.

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OTHER

- Use good common sense and initiative in all matters relating to the conduct and behaviour of individuals, groups of pupils and whole classes; the correct use and care of materials by individual and small groups of pupils, the safety, mobility (if required) and hygiene and well being of the pupils.

- Responsibility to support the schools safeguarding agenda in an office setting, at all times.

- To be responsible for reporting building maintenance in accordance with health and safety requirements.

- Responsibility to maintain fire registers

ENVIRONMENTAL DEMANDS/WORKING CONDITIONS:

- Available to work during school hours during term time and a willingness to be flexible as may be required to attend staff meetings/training sessions outside of usual hours.

- Will have contact with members of the public/other professionals e.g. teaching staff, governors, parents/carers, community groups, local education authority, external providers etc.

- The post holder may occasionally be subjected to antisocial behaviour from members of the public/parents/site users.

- This post may include a degree of manual lifting and handling. You are expected to be aware of health and safety polices and procedures and frequently assess your ability to carry out the lifting tasks required of you.

- Report all concerns to an appropriate person.

FLUENCY DUTY

In line with the Immigration Act 2016; the Government has created a duty to ensure that all Public Authority staff working in customer facing roles can speak fluent English to an appropriate standard.

For this role the post holder is required to meet the Intermediate Threshold Level

<u>Intermediate Threshold Level</u>

The post holder should demonstrate:

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- They can express themselves fluently and spontaneously with minimal effort and,
- Only the requirement to explain difficult concepts may hinder a natural smooth flow of language.

SPECIAL CONDITIONS OF SERVICE:

- No contra-indications in personal background or criminal record indicating unsuitability to work with children/young people/vulnerable clients/finance (An enhanced DBS check is required).

OTHER CONSIDERATIONS

- To be aware of and comply with policies and procedures relating to child protection; being vigilant for signs that children may be being abused and to report any such suspicions to the school's nominated Child Protection Co-ordinator or the Headteacher.

- To act in accordance with the Data Protection Act and maintain confidentiality at all times e.g. access to staff/student/parent and carers files.

- Accept and commit to the principles underlying the Schools Equal Rights policies and practices.

- Be able to perform all duties and tasks with reasonable adjustments, where appropriate, in accordance with the Equality Act.

- Must be legally entitled to work in the UK.

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PERSONNEL SPECIFICATION:

	ESSENTIAL (E) /DESIRABLE (D)
EXPERIENCE:	• Experience using Microsoft Office. E • Experience using SIMs. D • Experience using FMS. D • Provide evidence of having previously spoken fluently to customers at an Intermediate Threshold Level. E
QUALIFICATIONS/ TRAINING:	• Be able to demonstrate the ability to work at level 2 literacy and numeracy. E
KNOWLEDGE/SKILLS:	• Knowledge of general office work. E • Good literacy and numeracy skills. E • Good communication skills including telephone/reception skills. E • Knowledge of and the ability to use office machinery e.g. photocopiers, scanners, shredding machine etc. D • Working knowledge/use of databases and other software packages e.g. Microsoft Office (Word/Excel/Outlook etc.). E • Have a neat and organised approach to work. E • Be willing, courteous and able to work both using your own initiative and in a team. E • Respect confidentiality. E • In line with the Immigration Act 2016; you should be able to demonstrate fluency of the English Language at an Intermediate Threshold Level. E

OFFICE USE ONLY:

COMPILED BY:	H Warren
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