

Emerson Park Academy



JOB PROFILE

Job title: Administrative Assistant

Grade: Scale 2 Points 3 - 4

Reports to: Office Manager

Job Purpose and context

An Administrative Assistant is a member of the support staff, one of a team responsible for making sure that the efficient and effective organisation and administration of school processes, procedures and policies delivers the best possible service to all stakeholders. At Emerson Park Academy, an Administrative Assistant may work as part of a department, faculty or curriculum area.

The Administrative Assistant is often a first point of contact and is, therefore, expected to demonstrate exemplary customer service to both internal and external customers and be able to resolve problems and complaints in a sensitive and confidential manner.

Roles and responsibilities

1. To use the school reprographics systems to copy and distribute complex and multiple documents, make sure there is a supply of the materials required to operate the systems and report and record faults.
2. To provide support and assist other Administrative Assistants to work efficiently and effectively as a member of a busy team.
3. To communicate with people in person, on the telephone and using email to:
 - respond to queries and resolve problems and complaints
 - provide information and services to customer requirements
 - take and record messages (using the school systems)
4. To use computerised management information systems and/or paper based filing systems to enter, record and retrieve data, supply information in response to requests.
5. To use word processing equipment to prepare, layout, print and dispatch documents including: letters, memos, committee reports and papers.
6. To coordinate the receipt, sorting and distribution of incoming messages, post and deliveries and the collection and dispatch of outgoing mail, packages and so forth.

7. To contribute to the organisation and arrangement of events – which may include (but not exclusively) training courses, meetings of the governors, school assemblies, festivals and concerts – through the provision of materials, equipment, invitations, publicity and so forth.
8. To support teachers with administration, organisation and the provision and arrangement of resources.
9. To work in accordance with the values, culture, ethos, equalities and inclusion policies of the school proactively promoting anti-racist, anti-sexist and anti-discriminatory behaviours in the day-to-day operation of the job.
10. To take appropriate action to identify, evaluate and minimise any risks to health, safety and security in the immediate working environment.
11. To complete school based induction and any subsequent training required to improve performance, for example, modules leading to the ECDL level 2 certification in ICT or the various SIMS packages used in schools,
12. To take part in the school performance management system.

Notes:

1. Emerson Park Academy has a strong commitment to achieving equality of opportunity in its services to the community and the employment of people and expects all employees to understand, comply with and promote its policies in their own work, and to undertake any appropriate training.
2. Emerson Park Academy expects its employees to work flexibly within the framework of the duties and responsibilities specified above. This means that the postholder may be expected to carry out work that is not specified in the job profile but which is within the remit of the duties and responsibilities.
3. Staff in schools work subject to statute and many policies and procedures. The postholder will be expected to become familiar with these and work in accordance with them.
4. From time to time this job profile will be subject to review with the postholder.
5. It might be a requirement of the post that Senior Management requests that the postholder undertakes first aid training and the postholder's name be added to the school list of those with such training. The expectation would be that where such training has been provided the postholder could be called upon to provide such first aid to students; colleagues or visitors to the school.
6. It might be a requirement of the post that Senior Management requests that the postholder undertakes Fire Marshall duties and the postholder's name be added to the school list of those that undertake such duties. The expectation would be that the postholder could be called upon to undertake such duties during an alarm activation.
7. Emerson Park Academy is fully committed to safeguarding and promoting the welfare of

children and young people. All employees are expected to share and promote this commitment and have, or acquire, the relevant abilities, skills and knowledge to carry it out.

8. The post is exempt from the provision of the Rehabilitation of Offenders Act 1974 and, because of the sensitive nature of the duties that the postholder will be expected to undertake, an Enhanced disclosure check will be required.

Administrative Assistant

Person Specification

Skills and abilities	Essential	Desirable	Assessed by
Ability to organise one's own work, to prioritise tasks and keep to deadlines	✓		Application & interview
Ability to work independently and support the work of the team	✓		Application & interview
Ability to be flexible and respond effectively to the 'unexpected'	✓		Application & interview
Ability to work with a high level of accuracy and precision	✓		Application & interview
Ability to communicate and interact effectively with adults and children and young people	✓		Application & interview
Awareness of sensitive information and the need for confidentiality	✓		Interview
Ability to follow directions given by teachers	✓		Interview
Ability to demonstrate respect for students and be able to listen to their views	✓		Interview
Knowledge			
An understanding of health, safety and security issues in schools	✓		Interview
Willingness to become conversant with the financial regulations of the school	✓		Interview
Qualifications and experience			
Experience in use of SIMS.net system	✓		Application & interview
NVQ Level II or equivalent qualification in Office Skills		✓	Application
GCSE at level A – C in English and mathematics (or equivalent)	✓		Application
One year's experience, on a voluntary or paid basis, in an office or customer service environment		✓	Application & interview
Willingness and motivation to develop own skills and work towards NVQ Level III in Organisation and Administration	✓		Application & interview