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Job Description Administration Assistant

JOB PROFILE NAME:	**Administration Assistant**
LINE MANAGED BY:	**Office Manager / School Business Manager / Principal / Headteacher**
PROFESSIONALLY REPORTS TO:	**Principal / Headteacher**

Purpose and key objectives of the Role:

The Administrative Assistant will work collaboratively, under the instruction and guidance of senior staff:

- provide general administrative and financial support to the Academy, maintaining confidentiality at all times.
- organise and support administrative systems in the Academy.
- maintain information systems to support the smooth running of the Academy.
- provide an appropriate reception acting as a first point of contact within the Academy.

The key objectives of this role are to work collaboratively with all staff to:

- act as front of house and communicate with pupils, staff, parents and visitors appropriately.
- ensure security protocols are communicated and understood by all visitors at the school.
- ensure the office area is tidy and welcoming.
- assist with maintaining general order in the school, e.g. clearing lost property.
- to assist with pupil first aid/welfare duties, looking after sick pupils, liaising with parents/staff etc.
- to assist in arrangements for school trips, events, etc.
- maintain confidentiality when communicating with parents and visitors to the school.
- ensure good lines of communication between the office and the rest of the school.
- support the delivery of Safeguarding, Health and Safety and Data Protection policies and standards of the Trust and academy.

Role Level Overview

Subject to direction, role holder will possess some specialised knowledge/skills gained through 'on the job' experience.

Victorious Academies Trust has a commitment to safeguard and promote the welfare of children and/or young people. We have robust processes and procedures to reduce risk and continuously promote a positive culture of safeguarding amongst our workforce. The post involves working with children and/or young people and applicants will be subject to Victorious Academies Trust's safer recruitment process.

Operational Accountabilities

Administration – to provide an efficient and effective administrative support to the Academy to:

- provide general admin support to ensure the school delivers effective and efficient services.
- provide administration support for extended services offered by the academy.
- assist with maintaining the Academy website.
- assist with academy lettings as directed, e.g. processing forms.
- ensure academy files are kept up-to-date, e.g. ensure the most recent copies of academy policies are available on the shared computer system.
- complete any photocopying, as required.
- assist in managing the academy's calendar.
- assist with the organisation of academy events and trips.
- maintain an up-to-date and accurate inventory of stock, and place orders when required.
- assist in the collection and recording of various data, e.g. attendance data.
- assist in the completion of data collections and returns, e.g. the school census.

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- assist in analysing and evaluating data and produce reports as required.
- provide accurate minutes of staff meetings and distribute these as necessary, where required.
- schedule appointments and meetings for staff members.
- process and distribute incoming post and manage outgoing post.
- ensure the confidentiality of information is maintained.
- carry out other general admin duties as required, e.g. sending out letters.

Communication – to provide effective and efficient support to the Academy. You will:

- answer and direct all incoming phone calls.
- monitor the office email and handle queries.
- act as a first point of contact for parents, e.g. when reporting absences or making complaints.
- follow the Trust's absence management procedures and report any concerns to the school business or office manager.
- contact parents when appropriate, e.g. when their child needs to be collected due to illness.
- be aware of the academy's calendar of events so queries from parents and other members of the community can be answered.
- maintain confidentiality when communicating with parents and visitors to the academy.
- ensure good lines of communication between the office and the rest of the academy.

Resources – to provide effective and efficient support to the development of resources. You will:

- operate relevant equipment/ICT packages (e.g. word, excel, databases, spreadsheets, Internet, management information systems).
- maintain stock and supplies, cataloguing and distributing as required.
- support and use the payment software at the academy.
- provide general advice and guidance to staff, pupils and others.
- undertake general financial administration e.g. processing orders.

Finance/ Business - to provide an efficient and effective organisational support to the Academy

- to work with the Trust finance staff to implement the financial decisions of the Principal / Headteacher and Local Governing Board.
- undertake financial administration procedures.

Responsibilities – to contribute to the overall Academies achievement of its objectives. You will:

- have high expectations of all pupils; respecting their social, cultural, linguistic, religious and ethnic backgrounds; and being committed to raising their educational achievement. Treating pupils consistently with respect and consideration and being concerned with their development as learners.
- be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- be aware of and support difference and ensure equal opportunities for all.
- contribute to the overall ethos/work/aims of the academy and our Trust.
- appreciate and support the role of other professionals at the academy and across our Trust.
- attend and participate in relevant meetings as required.
- participate in training and other learning activities and performance development as required.
- provide support and guidance and supervision to staff that may come under your responsibilities.

Undertake any other duties as appropriate to the grade of the post as requested by the Principal / Headteacher.

Financial Accountabilities

The Administration Assistant will support staff in the academy and across the Trust to ensure compliance with the Trust financial procedures

People Accountabilities

The Administration Assistant is:

- not typically responsible for supervising others- if they do, spends more than 80% of time as a team member rather than supervisor.

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- not responsible for the development of others.

Knowledge and Applied Skills

- excellent interpersonal skills.
- strong IT skills.
- experience of managing management information and other systems in educational establishments.

Additional Role Information

To be a role model for the standards of behaviour for staff and pupils at the academy.
To have excellent communication skills.
To have confidentiality and data protection awareness.
To have experience of working in an education establishment.
To be experienced at working under pressure.

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Person Specification

Attributes	Essential	Desirable	Method of Assessment
Educational Attainment	• NVQ Level 2 or equivalent • Good Literacy and Numeracy skills	• Safeguarding training • Data protection training • Additional qualifications and training	• Application form • Certificates
Work Experience	• Experience of working in an administrative role in school / academy • Experience of working with IT systems such as MIS, finance, Microsoft Office • Handling confidential information	• Experience of working with systems such as Capita SIMS or similar	• Application form • Interview • References
Knowledge/ Skills/ Aptitudes	• Effective written and oral communication skills • Effective IT skills • Good organisational skills • Knowledge of relevant policies/codes of practice and awareness of relevant legislation • Ability to work as a member of a team • Ability to prepare reports in a timely manner • Ability to deal with matters confidentially	• Effective planning and time management skills • Knowledge of education policies and procedures. • First Aid at work certificate	• Interview • References
Disposition	• Commitment and vision towards providing effective and efficient administrative support to the academy • Able to form good relationships with children, parents/carers and staff • A desire to work with parents/carers and to promote the academy within the community • Commitment to training and self-development • Flexible approach to work • Committed to the principles of equality and diversity	• Able to work in an imaginative and innovative way	• Interview • References
Circumstances	• Enhanced clearance from the Disclosure and Barring Service.		• CRB check • Application form