**Administration & Organisation – Level 2**

**Job Description**

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| **Job Purpose** |
| Under the instruction/guidance of senior staff: provide general administrative/financial support to the school. |
| **Major Tasks** |
| * Provide clerical support to the school. * Responsible for updating the website and facebook * Monitoring of class registers and attendance * Reception duties – first point of contact with visitors to the school * Responsible for communications including such tasks as newsletter, diary, and letters home * Administration of trips and visits * Be responsible for promoting and safeguarding the welfare of children within the school, raising any concerns following school protocol and procedures * Fire Warden * To support with administering medication in line with school policy |
| **Contacts & Relationships** |
| * Assist with pupil first aid/welfare duties, looking after sick pupils, liaising with parents/staff etc. * Provide general advice and guidance to staff, pupils and others * Appreciate and support the role of other professionals * Attend and participate in relevant meetings as required * Participate in training and other learning activities and performance development as required |
| **Creativity** |
| * Undertake reception duties, answering general telephone and face to face enquiries and signing in visitors * Assist in arrangements for schools trips, events etc. * Provide general clerical/admin. support e.g. photocopying, filing, faxing, complete standard forms, respond to routine correspondence * Maintain manual and computerised records/management information systems * Produce lists/information/data as required e.g. pupils data * Undertake typing and word-processing and other IT based tasks * Take notes at meetings * Sort and distribute mail * Undertake administrative procedures * Maintain and collate pupil reports * Undertake routine administration of school lettings and other uses of school premises |
| **Decisions** |
| * 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 school |
| **Management & Supervision** |
| * No management or supervisory responsibilities |
| **Supervision Received** |
| The postholder will report to the school business manager, and also to the Headteacher. |
| **Complexity** |
| Generally routine will be followed however when necessary unexpected tasks are to be dealt with. |
| **Resources** |
| * Operate relevant equipment/ICT packages (e.g. word, excel, databases, spreadsheets, Internet) * Maintain trips, visits, and club records including payments and ensuring paperwork is accurate. * Maintain the school website and Facebook pages, and any other communication method deemed appropriate by the Headteacher. * Undertake general administration e.g. communications with parents and staff, and supporting colleagues. * Liaising with parents to keep the children’s data accurate, and maintaining the children’s data records. * 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 |
| **Impact** |
| Assists in the administration of the school whilst being the first point of contact for parents, pupils and members of the public |
| **Physical Demands** |
| The level of physical demands would be that expected of a typical desk based job, such as carrying laptop and/or files to meetings and setting up for meetings/training events. There may be the occasional demand for more than this. However, this would not be a typical or significant part of the job. |
| **Working Environment** |
| In the main this post works in the environmental equivalent to working in an office in terms of heat, ventilation and lighting. There may be occasional exposure to conditions such as would be found outside; for example attending school trips. The role may be dealing with verbal abuse/anti-social behaviour when dealing with parents however this is very rare and would be passed on to the SBM/Headteacher |
| **Emotional Context** |
| The emotional strain or distress this role is expected to face would be limited however there may be times when the post has contact with information that may be upsetting. Any safeguarding issues would be passed on to the appropriate Designated Safeguarding Lead. However, this would be incidental and it would not be a formal part of the job to deal with this information. |
| **Other** |
| The postholder will be expected carry out any other duties as are within the scope, spirit and purpose of the job, commensurate with the grade.  The postholder will be expected to actively follow Telford & Wrekin Council policies, including those such as Equal Opportunities, Human Resources, Information Security and Code of Conduct etc.  The postholder will be expected to maintain an awareness and observation of Fire and Health & Safety Regulations.  The postholder will be expected to follow the guidance as set out in KCSIE and the school’s safeguarding and child protection policy, and be aware of their role in relation to these documents |

**Person Specification**

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| **Criteria** | **Standard** |
| **Qualifications** | * NVQ 2 or equivalent qualification or experience in relevant discipline * Good numeracy/literacy skills |
| **Experience** | * General clerical/administrative/financial work * Experience of working in a busy office |
| **Knowledge** | * Knowledge of relevant polices/codes of practice & awareness of relevant legislation |
| **Skills** | * Effective use of ICT packages * Use of relevant equipment/resources * Good keyboard skills * Ability to relate well to children and adults * Work constructively as part of a team, understanding school roles & responsibilities and your own position within these * Ability to identify own training & development needs & cooperate with means to address these * Have a good understanding of, and be committed to, safeguarding and promoting the welfare of children. |
| **Personal style & behaviours** | Friendly, open, honest, organised, team worker |

This post has been identified as a customer facing role and therefore the Council is required to fulfil their statutory duty under Part 7 of the Immigration Act 2016. As a public body the Council is obliged to ensure member of staff in such roles are able to have a command of spoken English which is sufficient to enable the effective performance of their role.

This post has been assessed as requiring C1 level under the Common European Framework of Reference for Language (CEFR).

The role will be required to discuss complex issues with children and parents. The post holder will be required to be able to support as first point of contact with visitors.

We will ensure, so far as is reasonably practicable, that no disabled applicant is placed at a substantial disadvantage. This person specification includes what we believe are fully justifiable essential and desirable selection criteria. Provided that the selection criteria unconnected with the disability are met, we will make ALL reasonable adjustments in order that someone with a disability can undertake the duties involved.

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| **Type of criminal records checks required for this post** | **Ticked as required** |
| None |  |
| Basic Disclosure |  |
| Standard Disclosure |  |
| Enhanced Disclosure |  |
| Working with Adults - Regulated Activity |  |
| Working with Children - Regulated Activity |  |

Information on types of criminal records checks is available at:

<https://www.gov.uk/disclosure-barring-service-check>

* **Signed:**

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| **Employee:** | | **Line Manager:** | |
|  | |  | |
| **Print Name** |  | **Print Name** |  |
| **Date** |  | **Date** |  |