

SHEERNESS WEST FEDERATION JOB DESCRIPTION



JOB TITLE:	Administration Assistant
REPORTING TO:	HR & Professional Development Manager
GRADE:	KR3
HOURS/WEEKS:	35 hours per week - 39 weeks per year
SITE:	West Minster School

PURPOSE OF THE JOB:

To be the first point of contact to all parents, carers and other stakeholders. Provide general receptionist and administrative support in a busy school office and to support the Administration Officer as directed with various day to day and assigned duties

KEY DUTIES AND RESPONSIBILITIES:

- Greeting visitors
- Managing security and telecommunications systems
- Handling queries and complaints via phone, email and general correspondence
- Transferring calls as necessary
- Taking and ensuring messages are passed to the appropriate staff member in time
- Managing meeting room availability
- Maintaining a safe, tidy and welcoming reception area
- Provide administrative support e.g. photocopying, typing, filing, shredding, emailing, scanning, completion of routine forms.
- Update manual and computerised records/management information systems as directed by the Administration Officer.

Individuals in this role may also undertake some or all of the following:

- Undertake reception duties, act as first point of contact in response to telephone and face-to-face enquiries, sign in visitors, an understanding GDPR.
- First point of contact for sick pupils, liaise with parents / carers / staff. Record any absence answerphones messages and relay these to the Administration Officer and Attendance Officer where necessary.
- Assist with arrangements for visits, for example by school nurse, photographer and other meetings as required sending relevant documents to participants.
- Collate paperwork and relevant data/information where necessary and as directed.

- Occasionally handle cash e.g. for school visits and keep simple financial records, referring any problems to the Administration Officer or line manager, to ensure that financial records are accurate.
- Reporting faulty machinery and equipment as necessary.
- To work with and alongside other School Office and support staff assisting where necessary with a flexible approach.

PERSON SPECIFICATION

ADMINISTRATION ASSISTANT

	ESSENTIAL
QUALIFICATION	<ul style="list-style-type: none"> • A good level of education with sound literacy and numeracy skills
CHARACTERISTICS	<ul style="list-style-type: none"> • An enthusiastic and versatile team player, committed to the ethos of the school • Have strong organisational and administrative skills and be able to use ICT effectively • Have the ability and temperament to work under pressure in an often hectic environment • Demonstrate complete confidentiality and loyalty to the school, its Governors, staff and pupils • Have a confident, warm and welcoming manner in both person and on the telephone • Have a smart professional appearance • Good communication skills • Have a "can do" attitude and a flexible approach
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Excellent verbal communication • Good telephone communication etiquette • Organised and resourceful • Active listener • Adept at prioritising, scheduling and multitasking • Experience and knowledge of office equipment and systems • Fast and eager learner • Ability to work in an organised and methodical manner

	<ul style="list-style-type: none"> • Ability to take personal responsibility for organising day to day workload • Ability to work effectively and supportively as a member of the school team • Good IT skills / accurate keyboard skills for data inputting
DESIRED	<ul style="list-style-type: none"> • A good level of office and clerical skills and experience.