OFFICE ASSISTANT JOB DESCRIPTION

This Job Description describes in general terms the normal duties which the post-holder will be expected to undertake. However, the job or duties described may vary or be amended from time to time without changing the level of responsibility associated with the post.

PURPOSE OF POST

The Office Assistant is responsible for supporting the administrative and organisational processes within the school. They will also act as the initial point of contact for parents/carers, visitors and other stakeholders, so will be an ambassador for the school and embody the values, vision and ethos of the school in all interactions.

DUTIES AND RESPONSIBILITIES

General administration

- Update manual and computerised record/information systems
- Update and maintain the school calendar
- Assist with managing the school's email inbox, ensuring the school meets its expected response times and that emails are forwarded to the relevant staff member as necessary
- Manage and organise completed forms from parents and carers
- Report any issues with the school's IT systems
- Organise and distribute incoming and outgoing post
- Provide administrative support to staff as needed
- Order, monitor and manage stock, ensuring best value following the school's purchasing processes
- Carry out filing, printing and photocopying. Maintain the operation of the printer and photocopier to ensure it's ready to use at all times, resolving any issues as necessary
- Assist with organising parents' evenings and other meetings and events, including the organisation of rooms and equipment, and providing refreshments as required
- Keep records in accordance with the school's record retention schedule and data protection law, ensuring information security and confidentiality at all times
- Assist with the administration of school trips and visits
- Help support the school's admissions processes
- Assist with the ticket office for major school productions and activities

Attendance administration

- Assist with monitoring and maintaining an accurate record of pupil attendance, producing reports as necessary.
- Monitor the late arrival of pupils and contact parents/carers to identify reasons for non-attendance, ensuring all safeguarding procedures are followed
- Prepare and send records for pupils leaving the school, with particular attention to any safeguarding or SEND information

Reception

- Act as the first point of contact for parents/carers and visitors arriving at the school
- Deal with telephone and face-to-face enquiries efficiently and in a professional and supportive manner
- Seek support from other colleagues where necessary, to respond to complex enquiries
- Respond to messages promptly and accurately, passing on information to relevant staff members as necessary
- Assist staff and pupils with the information and support they need
- Maintain and monitor the visitor entry system

Safeguarding

- Control access to the school in line with the school's safeguarding procedures, including signing in visitors, checking identification as necessary, issuing passes and notifying them of safeguarding and safety procedures
- Be alert to unknown individuals on the school premises and report any concerns in line with the school's procedures

Written communication

- Write and send email responses that are professional and uphold the school's vision and values
- Update and distribute online and offline communications (e.g. letters, newsletters, social media posts, etc.) to parents/carers, staff and other stakeholders

Finance

- Carry out financial administration in line with the school's procedures

Other areas of responsibility

- Read and follow the relevant school policies
- Undertake training required to develop in the role
- Ensure all duties and responsibilities are undertaken in line with the school's health and safety policy
- Contribute to the safety of children and young people and protect them from harm

Notes

This job description may be amended at any time in consultation with the postholder.

OFFICE ASSISTANT PERSON SPECIFICATION

ATTRIBUTES/ REQUIREMENTS	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
QUALIFICATIONS	● Educated to at least GCSE level including a good level in English and Maths ● Willingness and ability to obtain and/or enhance qualifications and training for development in the post	● NVQ Level 2 or equivalent relevant qualification	Application Form, examination of certificates
RELEVANT EXPERIENCE	● Experience of carrying out administrative tasks ● Experience of dealing with face-to-face and telephone interactions ● Experience of working and collaborating within a team	● Experience of working in a school setting	Application Form, Interview, References
KNOWLEDGE AND SKILLS	● Excellent numeracy, literacy and ICT skills ● Excellent oral and written communication skills ● Ability to respond quickly and effectively to issues that arise ● Ability to plan, organise and prioritise to meet deadlines ● Ability to use own initiative and take action accordingly ● Excellent attention to detail ● Ability to use IT packages including word, excel ● Ability to use relevant office equipment effectively ● Ability to build effective working relationships with colleagues ● Understanding of data protection and confidentiality ● Willingness to complete safeguarding and child protection training		Interview, Application Form, References
PERSONAL CHARACTERISTICS	● Good organisational skills and to be able to work as part of a team ● Commitment to promoting the ethos and values of the school and getting the best outcomes for all pupils ● Commitment to acting with integrity, honesty, loyalty and fairness to safeguard the assets and reputation of the school ● Ability to work under pressure and prioritise effectively ● Commitment to maintaining confidentiality at all times ● Commitment to safeguarding and equality ● Enthusiasm, patience and flexibility for the demands of the post ● Deals with difficult situations effectively		Application Form, Interview, References
We are committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment. ***All appointments are subject to an enhanced DBS disclosure.***			