



JOB DESCRIPTION

Administration Assistant

GRADE: 2 (points 3-4)

Hours: 30 hours per week, 38 weeks per year

LEVEL DESCRIPTION

All duties will be carried out within recognised procedures or guidelines.

May include ad hoc duties, which require some initiative.

Will make day-to-day decisions about own workload, within a clear framework.

There will be some need to interpret information or situations and to solve straightforward problems.

Problems will be referred to line manager (Headteacher or Deputy Headteacher), who will be available for direction and guidance.

No direct responsibility for supervising others, but may involve demonstrating duties or giving advice and guidance to new employees or others.

INTRODUCTION

The level description gives an overview of the level of competence required to carry out work at this level.

Each school is organised differently, and the range of duties carried out at this level will be different in each school. Some jobs may carry out a diverse range of duties whilst others may be engaged on a narrower range of tasks.

The next section of this benchmark job description will give examples of the types of work that may be carried out at this level. This list is not exhaustive and is intended to give a flavour to help schools to assimilate jobs to the appropriate level.

EXAMPLES OF DUTIES AT THIS LEVEL

- Act as the first point of contact for visitors.
- Receive and redirect telephone calls.
- Arrange hospitality as required.
- Undertake photo copy/ scanning/ audio/word-processing of correspondence reports, etc for teaching and administrative staff.
- Operate reprographic equipment as required.

- Arrange for reprographic equipment repairs and servicing following procedures.
- Maintain records of print numbers for accurate recharging.
- Maintain and manage an ordering process for school supplies, following Trust procurement procedures.
- Check stock deliveries and refer any queries to suppliers or line manager, as required.
- Receive and process monies/income, including processing & banking of cash and issue of receipts, in accordance with procedures, e.g. school meals, school funds, sale of tickets, supplies.
- Manage the online payment system, producing banking reports as requested.
- Checking and processing of all orders and goods received notes within agreed framework.
- Administration related to clubs/ wrap around care e.g. bookings/ payments/ assisting teaching staff to arrange cover.
- Processing staff daily absence records and recording including holiday requests.
- Deal with incoming and outgoing post.
- Keep notice boards and display areas tidy and up to date.
- Maintain lists of parent letter/ email preferences and contact information.
- Assist with organisation of school visits including booking transportation.
- Maintain lettings schedules and records.
- Maintain register of staff/ governor pecuniary interests.
- Process staff expenses.
- Oversee the completion of personnel database, currently Arbor. Complete DfE returns such as Workforce CENSUS and Pupil CENSUS in conjunction with Headteacher/ Deputy Headteacher.
- Oversee the submission of monthly timesheets for staff and supply teachers.
- To maintain the school's single central record.
- Manage monthly water temperature testing and fire testing procedures.

The duties listed above are examples of duties at this level and other duties of a similar level/nature may be undertaken by individuals and are not excluded simply because they are not itemised.

PERSON SPECIFICATION

Criteria	Essential to basic performance of job	Required for fully competent performance of job
Knowledge:		
Technical or specialist	• 5 GCSE grade C and above including Mathematics and English or equivalent.	• Knowledge of computer systems e.g. MS Office products.
Literacy and numeracy	• To maintain simple records, e.g. dinner monies, school fund, sale of tickets, supplies etc. • Ability to collect monies and maintain accounts for school activities, e.g. dinner money. • Ability to carry out administrative tasks.	
Organisational		• Knowledge of the school's financial procedures, e.g. banking. • Knowledge of basic health and safety responsibilities. • Knowledge of policies and procedures, e.g. sickness and absence records procedure. • Knowledge of administrative procedures, e.g. ordering, incoming/outgoing post.
Knowledge & use of equipment	• Ability to use/operate general office equipment, including reprographic, binding, audio typing or word-processing etc.	

Criteria	Essential to basic performance of job	Required for fully competent performance of job
Mental Skills:		
Problem solving	- Carry out checks on stock deliveries and refer any queries to suppliers or line manager as appropriate. - Resolve straightforward problems e.g. relating to dinner money or equipment, referring to manager as necessary.	
Thinking creatively / Developing new ideas	Contribute to the production of materials, e.g. lay out of year books/staff handbooks etc.	
Planning ahead	Assist in the preparation for school activities e.g. sports day.	
Interpersonal & Communications Skills:		
Caring skills	Attend to sick/injured pupils, make arrangements as required.	
Verbal and written communications skills (including use of languages)	- Act as first point of contact for visitors. - Arrange hospitality as required. - Receive and redirect telephone calls, passing on messages to others. - Undertake word processing of correspondence, reports etc. - Ability to handle confidential, sometimes sensitive information.	
Training and / or presentation skills	May assist/contribute to induction training for new administrative/finance staff.	

Criteria	Essential to basic performance of job	Required for fully competent performance of job
Physical skills:		
Keyboard skills / use of mouse	Keyboard and mouse skills are required to undertake a range of tasks such as the production of reports, routine and non-routine correspondence etc.	Ability to use school financial management/admin systems with precision.
Other attributes:		
Level of autonomy	- The post holder will be expected to make day to day decisions about own workload, within clear guidelines and procedures. - Supervisory assistance is available most of the time.	

EVALUATION NOTES

KNOWLEDGE

- It is essential that the post holder has good literacy and numeracy skills to undertake a range of tasks, e.g. counting money, maintaining records, undertaking banking, checking travel/expense claims.
- Knowledge of a range of school procedures is needed to carry out the variety of duties. These will mainly be clerical and administrative in nature, and governed by clear guidelines. It is expected that the post holder would have a broad overview, gained from office experience whilst specific procedures could be learnt in post.
- It is necessary for the post holder to have a broad knowledge of equipment, e.g. reprographics and/or software packages, e.g. Word, Excel. Greater knowledge of specific software packages, could be obtained on the job as necessary.

MENTAL SKILLS

- The post holder will deal with straightforward problems, such as checking deliveries and assessing whether to refer issues to line manager/another member of staff.
- The post holder will undertake short term planning, e.g. planning when to carry out tasks within working day or contribute to planning for school activities. e.g. sports day.

INTERPERSONAL AND COMMUNICATIONS

- The post holder will communicate with range of visitors, staff and pupils within the school, passing information/messages onto others, some which may be confidential and sensitive.
- The post holder needs to be able to communicate appropriately with pupils, according to their age, for straightforward advice on first aid if necessary.

PHYSICAL SKILLS

- Ability to use keyboard and mouse to produce accurate records, may include the production of reports, correspondence etc.
- Ability to use audio typing equipment if necessary.
- Work accurately, with attention to detail.

INITIATIVE AND INDEPENDENCE

- Work is covered by clear guidelines and procedures.
- Problems will be referred to manager.
- Prioritise own work effectively.

PHYSICAL DEMANDS

- Minimal physical demands.
- May be some requirement for lifting or carrying.

MENTAL DEMANDS

- The post holder will be expected to switch between tasks during the course of the working day.
- It is likely there will be interruptions from staff and pupils.
- There will be tasks that require alertness and concentration, such as, counting dinner money, maintaining records and checking deliveries.

EMOTIONAL DEMANDS

- The post holder may occasionally be required to attend to sick and injured pupils and make appropriate arrangements.

RESPONSIBILITY FOR PEOPLE

- Provision of services to visitors, pupils and other staff.

RESPONSIBILITY FOR SUPERVISION (EMPLOYEES)

- The post holder may be required to demonstrate equipment or machinery to new employees or trainees, e.g. photocopier.

RESPONSIBILITY FOR FINANCIAL RESOURCES

- The post holder may collect, process and record cash amounts, e.g. dinner monies, sale of tickets, supplies etc.
- Basic financial record keeping.

RESPONSIBILITY FOR PHYSICAL RESOURCES

- Limited responsibility may include having keys to school or ordering agreed stationery.
- Careful use of office equipment.
- Ensuring security of data.

WORKING CONDITIONS

- Office-based.