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| **Role** | **Grade** | **Location** | **Reports to** |
| Administrative Support Assistant | Grade 2 | Pioneer House High School | Administration Manager |

**Main purpose of the job**

* To provide routine general clerical, administrative and financial support to the school.
* To work collaboratively with all staff and parents in order to support pupil wellbeing.

**Key relationships**

The post holder will report to the School Administration Manager. Apart from other colleagues in the school, the main contacts of the job are the head teacher, teaching and other support staff, pupils parents.

**Main accountabilities**

**Organisation**

1. To undertake reception duties, answering routine telephone and face to face enquiries and signing in visitors.
2. To assist with pupil first aid and welfare duties, including looking after sick pupils and liaising with parents and staff etc
3. To provide routine clerical and administrative support duties on behalf of individual members of staff in relation to the organisation of school activities.

**Administration**

1. To provide routine clerical support, for example, photocopying, filing, faxing, emailing, and completing routine forms.
2. To maintain manual and computerised records and management information systems.
3. To undertake typing, word processing and other IT based tasks.
4. To collect and distribute incoming mail, despatch outgoing mail as appropriate.
5. To undertake routine administration, for example, registers and school meals.
6. To assist with school administrative duties relating to examination invigilation/accreditation where applicable.

**Resources**

1. To operate office equipment, for example, photocopier and computer.
2. To arrange the orderly and secure storage of supplies.
3. To undertake routine financial administration, for example collecting and recording dinner money.

**Responsibilities**

1. To be aware of and comply with policies and procedures relating to child protection, health and safety, security, confidentiality and data protection, reporting all concerns to an appropriate person as soon as they arise.
2. To be aware of and support difference and to ensure equal opportunities for all.
3. To contribute to the overall ethos, work and aims of the school
4. To attend and participate in relevant meetings as required.

**All employees in the Trust are expected to:**

* Support the vision, values and objectives of the Trust and demonstrate a collaborative, team working approach to school and Trust improvement
* Take appropriate responsibility and action for safeguarding, be aware of confidential issues and maintain as appropriate
* Promote and act in accordance with the Code of Conduct and key policies including the Trust’s Health and Safety Policy, Equality Policy and Data Protection Policy
* Effectively represent the Trust when liaising with contractors and outside agencies/organisations Demonstrate tact and diplomacy in all interpersonal relationships with the public, pupils, parents and colleagues
* Demonstrate a commitment to continuous professional development
* Carry out duties other than those listed in the job description at an appropriate level, where the post holder has appropriate qualifications and has received appropriate training

Where the postholder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job.  If, however, a certain task proves to be unachievable, job redesign will be fully considered.

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| **Person Specification** | **Essential / Desirable** | **Assessment stage** |
| **Qualifications** |
| Numeracy/literacy skills (at a level equivalent to NVQ Level 2)  | Essential | Application |
| **Knowledge and Experience** |
| Experience of general clerical, administrative and financial work | Essential | Application, Interview |
| Possess good numeracy and literacy skills | Essential | Application, Interview |
| Willingness to undergo minor first aid training | Essential | Application, Interview |
| Have a good understanding of and the ability to use relevant technology, for example, a photocopier.  | Essential | Application, Interview |
| Possess keyboard and computer skills in order to produce high quality documents | Essential | Application, Interview  |
| Knowledge and experience of information technology and ability to use ICT packages, including spreadsheets, data bases and word processing  | Desirable | Application, Interview |
| Ability to relate well to children and adults | Essential | Application, Interview |
| Be able to work constructively as part of a team, understanding school roles and responsibilities and your own position within these | Essential | Application, Interview |
| **Behaviours and Values** |
| Tact and diplomacy in all interpersonal relationships with the public, pupils and colleagues at work. | Essential | Application, Interview |
| Self-motivation and personal drive to complete tasks to the required timescales and quality standards. | Essential | Application, Interview |
| The flexibility to adapt to changing workloads demands and new school challenges. | Essential | Application, Interview |
| Personal commitment to ensure that services are equally accessible and appropriate to meet the diverse needs of the service users. | Essential | Application, Interview |
| Personal commitment to continuous self-development. | Essential | Interview |
| Personal commitment to continuous school improvement. | Essential | Interview |
| Willingness to consent to and apply for an enhanced disclosure check. | Essential | Interview |