

## **Admin Assistant**

### **Job Description**

**Grade:** LBR (London Borough of Redbridge) 4, scale point 7 to 10.

**Hours of Work:** 36 hours per week / term time only plus 5 directed days. 7.45am – 3.45pm

**Date of Job Spec:** March 2023

**Responsible to:** Office Manager and SLT Business Manager

#### **Purpose:**

To be part of the administrative team supporting the smooth running of the school by working proactively to support students, parents and carers, and staff as directed.

To undertake the following tasks: first aid, switchboard enquiries dealing with parents, staff and external agencies, dealing with students helping with their enquiries, and word-processing. This is not an exhaustive list.

#### **Duties and Responsibilities:**

1. To be a pro-active First Aider dealing with students on a daily basis
2. To deal with requests from students, parents and carers, and staff as required in an efficient and timely manner
3. To receive incoming telephone calls and emails and deal with these appropriately
4. To undertake word-processing or other administrative tasks on behalf of Office Manager as appropriate
5. To assist in the despatch of school publications, letters, and communications
6. To deal with internal and external mail, messages, and messaging
7. Performing other such duties of a similar nature as from time to time may be required. Fulfil the responsibilities of this post responding flexibly, positively, and successfully to the school's ongoing needs

#### **Special Conditions of Employment**

##### **Other Specific Duties**

- To maintain confidentiality at all times
- To engage actively in the Performance Management Review process
- To carry out the duties in the most effective, efficient and economic manner available
- To co-operate with other colleagues to ensure a sharing and effective usage of resources to the benefit of the school, department and the students
- To contribute to the promotion of the school, contributing to the overall ethos, work and aims of the school
- To present a positive personal image and appreciate and support the role of other professionals
- To attend relevant meetings as required
- To be courteous to colleagues and students, and provide a welcoming environment to visitors and telephone callers

#### **Training and Development**

The school has a shared responsibility with the jobholder for identifying and satisfying training and development needs. The jobholder is expected to actively contribute to their own continuous professional development, and

to attend and participate in any training or development activities required to assist them in undertaking their role and meeting their safeguarding and general obligations as directed by SLT.

### **Health and Safety**

The jobholder is required to exercise their duty of care by taking responsibility for their own health and safety, and the health and safety of other people who may be affected by their acts or omissions (failure to act). Full guidance regarding health and safety is set out in the Health and Safety Policy, and in any risk assessments relevant to the jobholder's role or circumstances.

### **Equality and Diversity**

Caterham High School is committed to equality and values diversity. As such it is committed to fulfilling its equality duty obligations and expects all staff and volunteers to share this commitment. The duty requires the school to have due regard to the need to eliminate unlawful discrimination, harassment and victimisation, advance equality of opportunity and foster good relations between people who share characteristics, such as age gender, race and faith, and people who do not share them. Staff and volunteers are required to treat all people with whom they come into contact with dignity and respect and are entitled to expect this in return.

### **Safeguarding**

The member of staff will be required to safeguard and promote the welfare of children and young people and follow school policies and the staff code of conduct. They will uphold, support and act upon the school Safeguarding Policies and practice ensuring they have an up-to-date knowledge of relevant safeguarding legislation and guidance in relation to working with and the protection of children and young people. Every member of staff is responsible for ensuring that the school child protection policy is adhered to and concerns are raised in accordance with this policy. They will attend Safeguarding meetings and events as appropriate and work with the Safeguarding Lead to promote strong, secure systems and development of ethos across the school.

### **Working ethos**

Caterham High School expects all staff to work effectively as part of a team or teams, delivering high quality education and support to staff and students. As a minimum this requires dealing with people politely and tactfully, communicating with colleagues and students both formally and informally (but professionally), offering guidance and information in accordance with school guidelines, policies and procedures when requested and contributing to the maintenance of the school environment. In order to do this, staff are expected to make themselves aware of the relevant policies and procedures. All staff are required to maintain confidentiality as required.

Please note that this is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks that a post holder will carry out. Employees will be expected to comply with any reasonable request from a manager or be required to do other duties appropriate to the level of the role, as directed by the Headteacher.

*This job description will be reviewed at regular intervals and is subject to change as the needs of the school evolve.*

*I have read, understood and accept the above job description.*

Last review date: March 2023    Next review date: April 2024

Headteacher's signature: \_\_\_\_\_ Date: \_\_\_\_\_

Postholder's signature: \_\_\_\_\_ Date: \_\_\_\_\_

## **PERSON SPECIFICATION:**

### **JOB TITLE: Admin Assistant**

- Essential (E) or Desirable (D) below

#### **Experience:**

- previous experience of working with students in an educational environment (E)
- previous experience answering and dealing with telephone enquiries (E)
- previous experience of using ICT packages including Word and Excel (E)

#### **Skill, Knowledge and Abilities:**

- able to follow instructions and carry out set duties (E)
- excellent time keeping and effective use of time in work role (E)
- appropriate ICT skills (E)
- able to work using own initiative (E)
- an attention to detail (E)
- high level of personal drive and energy (E)
- receptive to new ideas and change (E)
- pro-active (E)

#### **Education and Qualifications:**

- a good standard of general education including the equivalence of Grade 4/C in English and Maths at Level 2/GCSE (equivalent qualifications considered) (E)
- a first aid qualification (or training will be provided if necessary) (E)

#### **Personal Attributes:**

- able to work as part of a team, have patience and a good sense of humour, and have a positive attitude to young people
- able to be flexible and to proactively provide support for team members when needed (E)
- able to use own initiative to deal with situations as they arise, acting in line with school policies and instructions (E)
- ability to take instruction and follow management instructions and expectations (E)
- a friendly, co-operative approach to parents and carers, students and staff (E)
- a positive work ethic approach
- commitment to promote and give a positive image of the school (E)
- an understanding of and the commitment to adhere to high standards of confidentiality in line with the School's expectations and policy