




Job Description



JOB TITLE: ADMIN ASSISTANT / RECEPTIONIST	REPORTS TO: Office Team Leader
FULFORD SCHOOL	GRADE: 4
1.	MAIN PURPOSE OF JOB To provide an efficient and effective administrative support service in support of the Schools operations under the guidance and direction of the Office Team Leader.
2.	CORE RESPONSIBILITIES, TASKS & DUTIES: <ul style="list-style-type: none"> - To be responsible for specific administrative functions and to monitor and develop existing processes and procedures. - Clerical support (filing/faxing/photocopying). Sort and distribute post. Taking bookings/hiring out facilities, this may include supporting extended school activities. Implement routine in-house administrative processes. Process requisitions, invoices, routine orders and payments. Arrange appointments. Minute meetings. - Collect, bank, balance and maintain accounts for monies. Manage a budget area. Produce purchase orders. - To answer incoming telephone calls, respond to requests for information and disseminate accurate messages. - To provide a front line reception service dealing with school visitors, parents & students. - To produce standard and individual letters, documents and reports within set guidelines and timescales. - Produce pupil data ensuring GDPR guidelines are maintained. Responsibility for administration in relation to pupil admissions and leavers. Produce accurate returns for internal and external stakeholders. - Supervise the work of other staff including the provision of on the job training. - Support the management of trip budgets on a day to day basis, maintaining in-house finance systems. - Assist in the production of school prospectus (including content) under the direction of a senior colleague/Headteacher. - Assist with organizing school trips and special events. Provide advise and guidance to pupils, parents and staff. Assist the Headteacher in arranging supply cover. - Support the staff absence process. - Provide emergency first aid support.

3.	CREATIVITY & INNOVATION <ul style="list-style-type: none"> - Subject to supervision, established procedures, practices and routines. - Required to use own initiative to manage his/her own workload and deal with a range of issues as they arise. - Design and apply IT systems to support the work of the team under the direction of the line manager. - Develop new ways of presenting information through ICT systems. - Creation of internal documentation. - Ability to give advice and seek information from pupils/parents.
4.	CONTACTS & RELATIONSHIPS <ul style="list-style-type: none"> - Dealing with complex issues requiring diplomacy and tact to resolve. - Daily contact with staff, pupils, parents, Governors. - Contact with external stakeholders such as LA Officers, suppliers, Special Educational Needs (SEN) agencies and Social Services.
5.	DECISIONS – DISCRETION & CONSEQUENCIES <ul style="list-style-type: none"> - Management of personal day to day workload. - Working without close supervision but subject to established procedures, practices and routines. - Judgement when providing solutions to problems. - Use discretion when responding to enquiries ensuring no breach of confidentiality. - Make modifications and adjustments to practices. - Ensure that the administration which the jobholder undertakes has a positive impact on the internal efficiency of the operations of the department and the service it provides to staff, pupils and parents.
6.	RESOURCES – FINANCIAL & EQUIPMENT <ul style="list-style-type: none"> - Use of normal office equipment. - Responsible for the accurate handling and security of small sums of cash and cheques.
7.	WORK ENVIRONMENT – WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS & WORK CONTEXT <ul style="list-style-type: none"> - Required to work consistently in line with the strict deadlines set by the Office Team Leader and school operations. - The role is largely office bound but sometimes involves moving around the school premises. - Working in a normal office environment. - There may be a risk of abuse from some pupils/parents and a risk from contagious illness

8.	<p>KNOWLEDGE & SKILLS</p> <ul style="list-style-type: none"> - Computer literacy, numerate, secretarial/administrative skills. - A good understanding of a number of routine administrative work procedures. - Practical knowledge of various computer software packages. - Ability to input and report accurately on a range of data. - Ability to communicate effectively at all levels. - Ability to organise own work and that of others. - Understanding of SEN and child protection issues.
9.	<p>POSITION OF JOB IN ORGANISATION STRUCTURE</p> <p style="text-align: center;">Office Team Leader</p> <p style="text-align: center;">  </p> <p style="text-align: center;">ADMIN. ASSISTANT / RECEPTIONIST</p>
N.B.	<p>Content of job description agreed / effective from 01/09/2019</p>