

JOB DESCRIPTION: Administration Assistant Level 1

Job Summary

Under the direction of senior staff, the Administration Assistant will provide general administrative and clerical support to the academy. They will be expected to undertake administrative tasks such as reception duties, dealing with incoming and outgoing mail and ordering stationery as well as some targeted admin support for specific areas such as admissions, work experience etc. At all times, the post holder will be expected to work collaboratively with relevant colleagues to fulfil the requirements of the role and contribute positively to the effective running of the administration function within the academy.

Primary Duties and Responsibilities

Relationships

- Maintain effective working relationships with your line manager and team members to ensure an efficient administrative provision in the academy.
- Establish and maintain productive working relationships with academy staff supporting them with administrative and relevant organisational requirements.
- Work closely with academy staff associated with any specialist area the post holder may be affiliated with. Ensure administrative tasks are completed as instructed, to deadline and to a high standard.
- Communicate effectively and professionally with parents, students, the general public and external bodies in person, writing, electronically and by telephone.
- Receive and welcome visitors in a professional manner, and ensure any meetings are well supported, for example arranging refreshments or presentation/ IT equipment as required.
- Form positive and professional relationships with students. Communicate effectively and act with empathy, compassion and respond sensitively to welfare and first aid related issues.
- When/if covering reception, have a specific responsibility for safeguarding the welfare of children and young people within the academy. Monitor those entering and leaving the site ensuring they are authorised to do so. Inform all visitors of the academy's safeguarding measures and ensure their presence is documented in accordance with safeguarding procedures.
- Adopt an appropriate communication style depending on the nature of the communication e.g., a volatile situation, an upset student etc.
- Ensure all written and electronic data entry, reports, records, letters and other documentation are completed in an accurate, comprehensive and timely manner.

People Management

- Provide advice and guidance to staff and students regarding the use of office equipment and administrative services available.
- Assist and support new or less experienced staff regarding administrative duties, procedures and systems.
- Where a student supports reception, ensure they receive clear instructions and are supported in their duties.

Resource Management

- Undertake routine administrative tasks, including generating letters, preparing reports, taking meeting notes, data entry, mail merges, printing, photocopying and filing as required.
- Assist with the organisation and administration of key academy activities such as trips, transition activities, school photographs, visits by external professionals, free school meals etc.
- Accurately take information and/or queries and identify the relevant staff member to forward onto for resolution.
- May manage specific routine administrative processes, with support as required.
- Support with updating social media activity for the academy as required.

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- Maintain computerised records and management information systems such as Bromcom and TUCASI. Produce lists, reports and data as required.
- Oversee the day-to-day operations and maintenance of equipment including photocopiers, laminators and binders.
- Undertake routine financial administration such as ensuring safe receipt, processing of cash and/or cheques and basic reconciliation in line with academy financial procedures.
- When required, support students, parents and/or carers in the purchasing of items such as academy uniform and school stationary equipment.
- Maintain stocks and supplies including the ordering, distribution and secure storage of stationary resources, forms/proformas and other supplies.
- Undertake first aid duties and provide assistance as necessary and as trained (where there is a requirement to be first aid trained).

Decision Making

- Deal with a wide range of enquiries and prioritise and direct people in a friendly and professional manner.
- Responsible for checking deadlines for own work and re-prioritising workload accordingly.
- Obtain and analyse information as required to determine which elements require onward communication and to whom e.g., a student related query.
- Utilise and analyse information to make good, informed decisions within post holder's remit.

Work Demands

- Work demands will range from planned day to day duties, meeting strict internal and external deadlines to responding to ad-hoc enquiries and situations as they arise.
- Manage a busy workload and meet deadlines, seeking support as required when faced with conflicting priorities.

Physical Demands

- Normal physical effort required.
- Tasks may require keyboard skills used with precision and speed.

Working Conditions

- Role is academy based. May be required to carry out some duties, such as training at other academy sites.
- Infrequent/ occasional requirement to attend external meetings.
- Ensure that the office and administration areas are a clean and tidy environment.
- May be required to address some challenging situations, working within an emotive environment.

General Expectations

Behaviour Expectations

- Maintain **H**igh expectations in all we do, ambitious for ourselves, our communities, and our environment.
- Create **E**quity of opportunity, promoting inclusion, removing disadvantage and rejecting discrimination.
- Champion the success and life chances of **A**ll children.
- Furnish pupils and staff with the **R**esilience to succeed as lifelong learners.
- Harness our **T**ogetherness to achieve more, collaborating proactively in seamless unity.

Expectations of Jobholder

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- Be aware of and comply with CLF policies as set out in the CLF Employment Manual, including the Code of Conduct, as well as individual academy policies and procedures.
- Be committed to safeguarding and promoting the welfare of children and young people.
- Ensure that the equal opportunities policy is adhered to and promoted in all aspects of the post holder's work.
- Ensure effective quality control and continuous improvement in all aspects of the work and responsibilities attached to this post.
- Demonstrate professionalism towards sensitive and confidential information and adhere to data protection legislation.
- Comply with and promote Health and Safety and Safeguarding policies and procedures and to undertake recommended training as and when necessary.
- Commit to professional self-development, such as through participation in inset training and professional services networks as necessary for the successful carrying out of the job.
- Undertake such other duties as are commensurate with the grade of the post.

NB: This job description is designed to outline a range of main duties that may be encountered. It is not designed to be an exhaustive list of tasks and can be varied in consultation with the post holder in order to reflect changes in the job or the organisation.

Signed:

Name:

Date: