JOB DESCRIPTION

Job Title	Administrative Assistant		
Service	Education		
Reporting to			
Grade	15		
Evaluation ref:	AG0625	**Job Family ref:**	

Role Purpose

To provide effective administrative support to the Admissions and Entitlements Service, supporting the delivery of school admissions, transport and associated processes in accordance with agreed policies, procedures and timescales. This includes maintaining accurate records and information, processing applications and using relevant databases and systems to support the efficient delivery of the service.

To provide a responsive and professional service to customers, schools, colleagues and other stakeholders, dealing with enquiries and providing accurate information across a range of channels. The role also supports the wider team through the preparation and collation of information, reports and documentation, including information required for school admission appeals, and by providing general administrative support as required.

Accountabilities

Support the Admissions and Entitlements Officers in the delivery of the administration of cyclical admissions process for all stages of Primary and Secondary Phase Admissions in line with agreed timescales and policies. Assist with the allocation of places after the published outcome date in line with agreed policy and procedure.

Use various databases some bespoke, to access information for customers, maintain/ update and input various information, eg school place and transport applications.

Undertake filing and archive files.

Produce and action reports on the Capita One database, extracting a variety of information from different sources. Provide information to managers and customers. compile information packs, as required.

Monitor and suggest improvements where appropriate for any system and procedures already in place.

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Act as a contact point for customers to provide specific information around school admissions, transport and other areas through telephone, email and face to face. Alert Admissions and Entitlements Officers/Team Leader to any contentious issues.

Undertake other support work as appropriate, eg telephone enquiries, photocopying, faxing, post and organise bulk copying/distributions.

Assist with gathering information for the Local Authority appeal response. Use a database to gather data on school structures and up to date numbers on roll and pull together appeal appendices. Input and administer the in-year application process.

Record and maintain information from a variety of sources and relevant legislation policy and procedures.

Undertake special projects/research as requested/directed, eg design spreadsheets to capture information.

Provide and compile a variety of information in various formats to customers as well as internal/external colleagues.

Co-ordinate appropriate venues for meetings and order equipment, as required.

Support other members of the team and the management team as required.

Contacts & Relationships

Contact both internal and external staff and customers dealing with queries relating to relevant duties.

Regular contact with stakeholders via telephone and email.

Promote the highest standard of customer care at all times operate with integrity and ensure that all staff are treated courteously.

Regularly interact with Team Manager to receive instructions.

Knowledge / Experience / Qualifications / Skills		
	Essential	Desirable
Knowledge		
Good understanding of administrative procedures and the importance of maintaining accurate and up-to-date records.	X	

Understanding of the principles of good customer service when dealing with a range of internal and external customers.	X	
Awareness of confidentiality and the appropriate handling of sensitive and personal information.	X	
Good working knowledge of Microsoft Office applications, including Outlook, Word and Excel.	X	
Knowledge or understanding of school admissions, school transport or a related education service.		X
Awareness of relevant policies and procedures within an education or local authority environment.		X
Knowledge of database-based administrative systems, particularly Capita One or a similar system.		X
Awareness of the processes associated with school admission appeals.		X
Experience		
Experience of providing administrative support within a busy office or service environment.	X	
Experience of accurately entering, maintaining and retrieving information using electronic systems or databases.	X	
Experience of dealing with enquiries from customers, colleagues or other stakeholders by telephone and email.	X	
Experience of producing, collating and presenting information using a range of standard office applications.	X	
Experience of working within education, local government or another public service environment.		X
Experience of working with school admissions, school transport or similar application-based processes.		X
Experience of extracting information from databases and producing reports.		X
Experience of supporting formal processes where accurate supporting documentation and records are required.		X

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Qualifications/Registrations/Certifications		
Good general standard of education, including literacy and numeracy skills sufficient to undertake the duties of the role.	X	
Relevant administration, business or customer service qualification, or equivalent vocational training.		X
Skills		
Good organisational skills, with the ability to manage competing tasks and work accurately to agreed deadlines.	X	
Good written and verbal communication skills, with the ability to provide clear and accurate information to a range of customers and stakeholders.	X	
Good IT skills, including the ability to use databases, spreadsheets, email and word-processing applications confidently.	X	
Strong attention to detail, with the ability to maintain accurate records and identify or escalate queries and issues appropriately.	X	
Ability to extract, collate and present information from a range of sources.		X
Ability to use initiative to identify practical improvements to administrative processes and systems.		X
Ability to work effectively as part of a team and provide flexible support according to service priorities		X
Ability to deal confidently and professionally with more complex or sensitive customer enquiries.		X
Working Conditions		
The role is predominantly office-based and involves regular use of display screen equipment.		
Dimensions of the role		
Provide direct support to the Admissions & Entitlements Officers, Appeal Co-ordinator and management team within the service.		

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Working Arrangements
The role works as part of the Admissions and Entitlements Service and requires flexibility to respond to service priorities and cyclical peaks in workload, particularly around school admission processes. The postholder will work within agreed policies, procedures and timescales and will be expected to work collaboratively with colleagues across the service.
Corporate Accountabilities
Understand, uphold and promote the aims of the council's equality, diversity and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Date: April 2022