



## Exceed Academies Trust

POST TITLE:	SENIOR ADMINISTRATIVE ASSISTANT
GRADE:	BAND 7 SCP 11-17

### INTRODUCTION:

1. Whilst every endeavour has been made to outline the main duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings, therefore, may have been used below, in which case all the usual associated routines are naturally included in the job profile.
2. Employees should not refuse to undertake work, which is not specified on this form, but they should record any additional duties they are required to perform and these will be taken into account when the post is reviewed.
3. The Exceed Academies Trust is an Equal Opportunities Employer and requires its employees to comply with all current equality policies in terms of equal opportunity for employment.
4. The Trust is committed, where possible, to making any necessary reasonable adjustments to the job role and the working environment that would enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

### PRIME OBJECTIVES OF THE POST:

To assist in the provision of high-quality administration support and reception service to the School.

Responsible to the Office Manager from whom they will receive formal supervision and who will allocate work when necessary. However, much of the work is self-generating, and the post holder will be expected to work within established procedures and guidelines and to prioritise day-to-day work, referring only exceptional or complex queries to senior members of staff. The postholder would be expected to assist senior team members to ensure continuation of essential services and make day to day decisions regarding the organisation of workloads.

To provide prompt and effective information, advice and access to services provided by the School to parents/carers, governors, community groups, members of the public and other agencies, dealing with requests for help and intervention, seeking guidance from and working in conjunction with senior/qualified professional staff on more complex requests. Undertaking and promoting the School to public and external agencies.

May from time to time be required to undertake other duties commensurate with the grade and level of responsibility defined in this job description.



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Duncan Jacques Chief Executive Officer

Exceed Academies Trust | C/O Horton Park Primary School | Dawnay Road | Bradford | BD5 9LQ



## KNOWLEDGE AND SKILLS:

(See Person Specification)

## EFFORT DEMANDS:

- Will work under supervision and will predominantly use own initiative, working to the priorities set by the Office Manager.
- To contribute to the overall ethos/work/aims of the school.
- Will make decisions regarding individual visitors/callers in terms of the advice and information provided, liaising with other staff within the school and assessing the level of urgency.
- To participate in in-school training and other training programmes as required and maintain personal and professional development in order to meet the changing demands of the post.

## RESPONSIBILITIES:

### ORGANISATION

- To give advice and guidance as appropriate, making decisions regarding individual visitors/callers in terms of the advice and information provided and making judgements within established procedures and guidelines, liaising with other staff within the school and assessing the level of urgency.
- Frequently dealing with both routine and complex enquires. Given the changing needs of the school, workloads can vary to involve less routine tasks and the post holder will be expected to undertake these with minimum supervision as they arise, verifying/authorising action where applicable, liaising with senior members of staff on more complex issues if necessary.
- Contribute to the planning, review and organisation of support service systems, procedures and policies; participating in specialist groups to contribute to the resolution of issues, assisting in the development of new procedures and addressing new issues or operational methods whilst supporting work on one off projects.
- To support/assist in the supervision of less experienced staff, students on work experience, trainees and voluntary helpers.
- Training new and existing members of staff.
- Undertake reception duties, answering complex telephone and face to face enquiries and signing in visitors.
- Assist with pupil first aid/welfare duties, looking after sick pupils, liaising with parents/staff etc.
- Assisting with arrangements for visits by school nurse, photographer etc.



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## ADMINISTRATION

- Provide a comprehensive administration service e.g. record and circulate messages to other members of staff, diary management, photocopying, filing, scanning, emailing, complete routine forms.
- Create and maintain manual/electronic filing and information systems, including those of outside agencies e.g. DfE.
- Maintain pupil & staff records on SIMs.
- Complex data inputting of computerised records/management information systems, including HR/payroll/finance systems.
- Research, produce, analyse, interpret and interrogate data/information/detailed reports on a daily basis as appropriate to the school to facilitate the completion of internal/external performance requirements e.g. pupil data.
- Undertake typing, word-processing and complex IT based tasks, letters, memos, minutes etc.
- Undertake routine administration, e.g. responding to letters and emails/maintaining and updating distribution lists/registers/school meals/arranging and coordinating support team meetings as well as other school meetings on behalf of school staff and governors/room bookings/minute taking/retrieve and disseminate information as appropriate to the needs of the school.

## RESOURCES

- Responsible for the safe keeping of office equipment and secure storage of supplies.
- Operate office equipment e.g. photocopier, computer, franking machine

## OTHER

- Use good common sense and initiative in all matters relating to the conduct and behaviour of individuals, groups of pupils and whole classes; the correct use and care of materials by individual and small groups of pupils, the safety, mobility (if required) and hygiene and well being of the pupils.
- Recognise own strengths and areas of expertise and use these to advise and support others.
- Support work on one off projects.
- Make travel arrangements.
- Assist in the organisation and arrangements of school events/trips etc.
- Assist with marketing and promotion of the school.
- Preparing refreshments and clearing away.
- Receiving and escorting visitors around the School.
- To be responsible for reporting building maintenance in accordance with health and safety requirements.



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## **ENVIRONMENTAL DEMANDS/WORKING CONDITIONS:**

- Available to work during school hours during term time and a willingness to be flexible as may be required to attend staff meetings/training sessions outside of usual hours.
- Will have contact with members of the public/other professionals e.g. teaching staff, governors, parents/carers, community groups, local education authority, external providers etc.
- The post holder may occasionally be subjected to antisocial behaviour from members of the public/parents/site users.
- This post may include a degree of manual lifting and handling. You are expected to be aware of health and safety policies and procedures and frequently assess your ability to carry out the lifting tasks required of you.
- Report all concerns to an appropriate person.

## **Fluency Duty**

In line with the Immigration Act 2016; the Government has created a duty to ensure that all Public Authority staff working in customer facing roles can speak fluent English to an appropriate standard.

For this role the post holder is required to meet the Intermediate Threshold Level

## **Intermediate Threshold Level**

The post holder should demonstrate:

- They can express themselves fluently and spontaneously with minimal effort and,
- Only the requirement to explain difficult concepts may hinder a natural smooth flow of language.

## **SPECIAL CONDITIONS OF SERVICE:**

- No contra-indications in personal background or criminal record indicating unsuitability to work with children/young people/vulnerable clients/finance (An enhanced DBS check is required).

## **OTHER CONSIDERATIONS**

- To be aware of and comply with policies and procedures relating to child protection; being vigilant for signs that children may be being abused and to report any such suspicions to the school's nominated Child Protection Co-ordinator or the Headteacher.
- To act in accordance with the Data Protection Act and maintain confidentiality at all times e.g. access to staff/student/parent and carers files.
- Accept and commit to the principles underlying the Schools Equal Rights policies and practices.
- Be able to perform all duties and tasks with reasonable adjustments, where appropriate, in accordance with the Equality Act.
- Must be legally entitled to work in the UK.



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**PERSON SPECIFICATION:**

	ESSENTIAL (E) / DESIRABLE (D)
<b>EXPERIENCE:</b>	<ul style="list-style-type: none"> <li>• Experience using Microsoft Office and complex databases with excellent IT skills. (E)</li> <li>• Experience of working in a school office environment to include some development, management and operation of administrative systems. (E)</li> <li>• Provide evidence of having previously spoken fluently to customers at an Intermediate Threshold Level (E)</li> </ul>
<b>QUALIFICATIONS/ TRAINING:</b>	<ul style="list-style-type: none"> <li>• Minimum of GCSE English and Mathematics at grade C or above (or equivalent). (E)</li> <li>• NVQ3 (or equivalent) in a relevant discipline. (D)</li> <li>• Working towards NVQ4 (or equivalent) in a relevant discipline.(D)</li> </ul>
<b>KNOWLEDGE/SKILLS:</b>	<ul style="list-style-type: none"> <li>• Experience of school office work including reception and typing/word processing. (E)</li> <li>• Basic knowledge of schools and how a support service within a school is run. (E)</li> <li>• Knowledge of school systems e.g SIMs (D)</li> <li>• Excellent literacy and numeracy skills. (E)</li> <li>• Excellent communication skills including telephone/reception skills. (E)</li> <li>• Knowledge of and the ability to use office machinery e.g. photocopiers, scanners, shredding machine etc. (E)</li> <li>• Experience in the use of complex databases and other software packages with an advanced level of word processing/typing skills e.g. Microsoft Office (Word/Excel/Outlook etc.).</li> <li>• Experience of maintaining financial / HR information systems (D)</li> <li>• In line with the Immigration Act 2016; you should be able to demonstrate fluency of the English Language at an Intermediate Threshold Level (E)</li> <li>• Have a neat and organised approach to work. (E)</li> <li>• Be willing, courteous and able to work both using your own initiative and in a team.</li> <li>• Respect confidentiality. (E)</li> </ul>



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