



ST FRANCIS  
& ST CLARE  
CATHOLIC MAC

# Job Description

**Job Title:** Administration Assistant

**Department/Section:** [Insert]

**Responsible for which other posts:** [Insert]

**Responsible to:** Administration Officer





## **Introduction**

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The Administration Assistant will provide comprehensive secretarial and administrative support to the Administration officer in the smooth and efficient working of the Academy Office. Act as first point of contact for both visitors and telephone enquiries.

## **Key Duties and responsibilities**

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### **Secretarial and Administration**

Under the direction of the Office Manager, the Academy Administrator will assist in the day to day organisation and maintenance of the Academy Office and its procedures.

- Receive and handle telephone enquiries, deal with queries and provide general information about the Academy;
- Maintain all aspects of daily pupil attendance registers on Arbor and manual registers;
- Preparation, production, copying and distribution of letters, reports, newsletter, weekly certificates etc.;
- Daily opening, sorting and distribution of mail, email and fax;
- Receive, check and distribute deliveries;
- Arrange appointments, maintain school diary and assist in disseminating information to staff;

- Act as a point of contact for visitors, and create a pleasant and welcoming reception area;
- Keep electronic and paper pupil records up to date;
- Distribute goods and orders;
- Assist with school and nursery admissions;
- Administer the school milk scheme.

### **Finance Administration**

- Be responsible for accurate recording of all income relating to school meals, trips, uniform sales and other miscellaneous income;
- Be familiar with the operation, use and interpretation of electronic income spreadsheet;
- Monitor dinner money arrears - inform families of money owing, and also inform families in credit on a regular basis;
- Support ordering supplies and equipment including issuing invoices and settlement of accounts;
- Assist with the maintenance of the asset register and inventory;
- Support with maintaining records and accounts in accordance with the Academy's computerised financial management systems and liaise with the appropriate personnel at St Francis and St Clare Catholic Multi Academy Company as required.

### **General**

- Comply with Academy policies;
- Contribute to the overall ethos/work aims of the Academy;
- To attend and undertake training courses/meetings (on occasion outside of normal hours) commensurate with your job;
- Any other duties as may be commensurate with the grade and nature of the post.

**In addition to the ability to perform the duties of the post, issues relating to safeguarding and promoting the welfare of children will need to be demonstrated these will include:**

- **Motivation to work with children and young people;**
- **Ability to form and maintain appropriate relationships and personal boundaries with children and young people;**
- **Emotional resilience in working with challenging behaviours and Attitudes to use of authority and maintaining discipline.**

Signature of post holder	
Date	

## Person Specification

Person Specification - Essential Criteria	Desirable	Measured by
<b>Qualifications and Training</b> <ul style="list-style-type: none"> <li>• Good basic education to GCSE or equivalent standard</li> <li>• Clerical skills</li> <li>• ICT qualification</li> <li>• Qualified First Aid</li> </ul>	<ul style="list-style-type: none"> <li>• NVQ level 2/3 qualification Qualification/ ECDL qualification</li> </ul>	AF
<b>Knowledge and Experience</b> <ul style="list-style-type: none"> <li>• Working with the general public</li> <li>• Carrying out Clerical duties</li> <li>• Familiar with the operation, use and interpretation of electronic income spreadsheets.</li> </ul>	<ul style="list-style-type: none"> <li>• Working within a school/academy /PA setting</li> <li>• Experience of administering basic first aid</li> <li>• Handling financial accounts and knowledge of IT systems (Arbor) for educational records and finance.</li> </ul>	AF/I
<b>Skills and Abilities</b> <ul style="list-style-type: none"> <li>• Builds personal relationships with stakeholders, through regular contact and consultation</li> <li>• Communicates clearly accurately and helpfully with staff, children, parents ,visitors and contractors and phone enquiries in the same way.</li> <li>• Proactively seek opportunities to increase job knowledge and understanding</li> </ul>		AF/I

<ul style="list-style-type: none"> <li>• Takes quick and effective action</li> <li>• Recognises confidentiality</li> <li>• Works with others to resolve differences of opinion and resolve conflict</li> <li>• Is accountable for own development and encourages the ownership of development needs amongst team members</li> </ul>		
<p><b>Personal Characteristics</b></p> <ul style="list-style-type: none"> <li>• Flexible and versatile and uses personal initiative to fulfill the needs of the role</li> <li>• Values the diversity of individuals, adaptable approach to meet individual needs and effectively utilise the diversity of team members</li> <li>• Requires minimum supervision</li> <li>• Ability to keep calm at all times, even under pressure</li> <li>• Of smart, personable appearance</li> <li>• Demonstrates focused implementation of role and responsibilities</li> </ul>	<ul style="list-style-type: none"> <li>• Wanting young people to succeed</li> </ul>	I

<b>COMPETENCIES ESSENTIAL TO BASIC PERFORMANCE OF THE ROLE</b>	
<b>Post Reference: A021</b>	<b>Post Title: Administration Assistant</b>

**Commitment & Motivation**

- Displays energy and enthusiasm and has a positive attitude towards work, demonstrating commitment to achieving individual and Academy goals
- Prioritises own workload
- Takes personal responsibility whilst demonstrating willingness to complete the task to a high standard
- Actively participates in learning opportunities and applies learning to develop own practice
- Effectively liaises with people showing a willingness to give and receive constructive feedback
- Responds positively to feedback and incorporates this into working practice
- Keeps to date with relevant information and initiatives

**Problem Solving & Decision Making**

- Works to general instruction using initiative to make routine decisions within guidelines, with the ability to challenge where appropriate and relevant
- Escalates decisions outside own area of responsibility
- Gathers relevant information to assist good decision making
- Offers ideas on how things could be done differently

**Planning & Organisation**

- Organises and manages own tasks and work time effectively
- Implements operational plans for own areas of responsibility under guidance
- Provides feedback to inform planning
- Prepares resources including where appropriate relevant ICT
- Prepares for a specific activity taking account of varying needs and abilities of stakeholders

**Finance & Resource Management**

- Maybe responsible for processing cash/cheques/invoices
- Receive & record financial transactions

**Implementing Change**

- Contributes constructively to support change in own area of work with a view to improving performance
- Uses initiative and knowledge to implement given tasks or plans.
- Identifies and makes recommendations for improving performance in their own area of work
- Approaches change in a positive, flexible and enthusiastic manner

**Managing Objectives**

- Has a good understanding of own role and carries out task effectively, within deadline, fulfilling short term goals of the team
- Provides agreed feedback of effectiveness and progress
- Recognises the values, learning styles, management styles and ethos of the Academy

**Raising Standards**

- Maintains consistent performance
- Remains focused on delivering results
- Takes responsibility for the quality of own work and keeps manager informed of how the work is progressing

**Customer Focus**

- Demonstrates willingness to help and support pupils and stakeholders
- Demonstrates and promotes the positive values, attitudes and behaviours expected to promote positive relationships
- Contributes to the safeguarding and welfare of pupils
- Adopts a pleasant, helpful and professional manner
- Delivers results in a timely manner
- Understand the reasons for Health & Safety within own area and works in a manner which does not compromise their own H&S or that of anyone affected by their work

**Communication**

- Communication of straightforward information within familiar situations, with sensitivity and confidentiality
- Communicates effectively either verbally or in writing.
- Selects most appropriate method to meet the needs audience including those with complex communication and interaction needs
- Shares information with relevant parties in a timely manner
- Responds effectively to queries and provides accurate information, knowing when to refer
- Completion of standard proformas

**Impact & Influence**

- Understands the impact of own behaviour on others.
- Interacts positively within a team and will challenge inappropriate behaviour where appropriate.
- Develops personal networks and builds positive relationships.
- Discusses own needs and listens sensitively to the needs of others
- Shares appropriate information and knowledge with other in an open and honest manner
- Maintains confidentiality within appropriate boundaries.

**Team Working**

- Follows agreed instructions and takes personal responsibility and ownership for own actions, performance and delivery
- Shows willingness and ability to work cooperatively with a range of stakeholders
- Contributes to dialogue regarding aims and objectives
- Provides effective support to colleagues, responds well to guidance

**Qualifications & Skills**

- Regular use of specialised software - Arbor.
- NVQ 2 or equivalent

**Administration use only**

Job Ref	
Academy Committee Approval	
Last Updated	

