



## Job description: Clerical Assistant

Leighton Middle School is committed to creating a diverse workforce. We will consider all qualified applicants for employment without regard to sex, race, religion, belief, sexual orientation, gender reassignment, pregnancy, maternity, age, disability, marriage or civil partnership.

### Job details

**Salary:** NJC Level 2A pt 3 – 4

**Hours:** 28 hours per week, term time only

**Contract type:** Part time, Permanent

**Reporting to:** School Business Manager or School Secretary

**Responsible for:** providing clerical support within the school office including medical support for pupils

### Main purpose

The clerical assistant is responsible for supporting with the administrative and organisational processes within the school. They will also act as the initial point of contact for parents, visitors and other stakeholders so will be an ambassador for the school and embody the value, vision and ethos of the school in all interactions.

### Duties and responsibilities

#### General administration

- › Update manual and computerised record/information systems with pupil details
- › Manage and organise completed forms from parents
- › Report any issues with the school's IT systems
- › Provide administrative support to teaching staff as needed
- › To assist with ordering, monitoring and managing stock in the reprographics department, ensuring best value following the school's purchasing processes; receiving deliveries of stock, checking against delivery notes and informing Finance Assistant of any shortages, damage etc
- › Carry out filing, printing and photocopying. Maintain the operation of the printer and photocopier to ensure it's ready to use at all times, resolving any issues as necessary
- › Keep records in accordance with the school's record retention schedule and data protection law, ensuring information security and confidentiality at all times

#### Attendance administration

- › Monitor and maintain an accurate record of pupil attendance, producing reports as necessary
- › Monitor the late arrival of pupils and contact parents/carers to identify reasons for non-attendance, ensuring all safeguarding procedures are followed
- › To respond to holiday request letters on behalf of pupils, as instructed by the Deputy Head Teacher

#### Reception

- › Act as the first point of contact for parents and visitors arriving at the school

- › Deal with telephone and face-to-face enquiries efficiently and in a professional and supportive manner
- › Seek support from other colleagues where necessary to respond to complex enquiries
- › Respond to messages promptly and accurately, passing on information to relevant staff members as necessary
- › Assist staff and pupils with the information and support they need

## **Security**

- › Control access to the school in line with the school's safeguarding procedures, including signing-in visitors, checking identification as necessary, issuing passes and notifying them of safeguarding and safety procedures
- › Be alert to unknown individuals on the school premises and report any concerns in line with the school's procedures

## **Written communication**

- › Write and send email responses that are professional and uphold the school's vision and values
- › Update and distribute online and offline communications (e.g. letters, newsletters, social media posts etc) to parents, staff and other stakeholders
- › Assist with marketing and promoting the school

## **Finance**

- › Enter data into the school's finance systems and produce reports as necessary
- › Collect and record any payments from parents
- › Carry out financial administration in line with the school's procedures

## **Other areas of responsibility**

- › To care for sick pupils, arranging for first aid as necessary and contacting parents where required
- › Read and follow the relevant school policies
- › Undertake training required to develop in the role
- › Ensure all duties and responsibilities are undertaken in line with the school's health and safety policy
- › Contribute to the safety of children and young people and protect them from harm
- › To undertake other duties of a similar level and responsibility as may be required
- › To maintain confidentiality at all times in respect of school related matters and to prevent the disclosure of confidential or sensitive information

## Person specification

CRITERIA	QUALITIES
<b>Qualifications and training</b>	<ul style="list-style-type: none"> <li>• First aid training (or willingness to complete it)</li> <li>• Educated to GCSE level with English at grades A* - C or equivalent</li> <li>• RSA II Word Processing or equivalent</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Carrying out administrative tasks</li> <li>• Dealing with face-to-face and telephone interactions</li> <li>• Working with children or young people</li> <li>• Working and collaborating within a team</li> </ul>
<b>Skills and knowledge</b>	<ul style="list-style-type: none"> <li>• Good oral and written communications skills</li> <li>• Ability to respond quickly and effectively to issues that arise</li> <li>• Ability to plan, organise and prioritise to meet deadlines</li> <li>• Ability to use own initiative and take action accordingly</li> <li>• Excellent attention to detail</li> <li>• Ability to use IT packages including word processing, spreadsheets and presentation software</li> <li>• Ability to use relevant office equipment effectively</li> <li>• Ability to build effective working relationships with colleagues</li> <li>• Understanding of data protection and confidentiality</li> <li>• Understanding of safeguarding</li> </ul>
<b>Personal qualities</b>	<ul style="list-style-type: none"> <li>• Commitment to promoting the ethos and values of the school and getting the best outcomes for all pupils</li> <li>• Commitment to acting with integrity, honesty, loyalty and fairness to safeguard the assets, financial probity and reputation of the school</li> <li>• Ability to work under pressure and prioritise effectively</li> <li>• Commitment to maintaining confidentiality at all times</li> <li>• Commitment to safeguarding and equality</li> <li>• Embraces change well</li> <li>• Deals with difficult situations effectively</li> <li>• Willingness to be flexible</li> <li>• Willingness to undertake further training as appropriate</li> </ul>