



**Job Title:** Administration Assistant Job Description

**Grade:** 5

**Post Number:**

**Responsible To:** *(Line Manager job title required)*

**Key Relationships/  
Liaison with:**

**Job Purpose:** To provide confidential and effective administrative support within the school office function, including the provision of a courteous reception service.

**Occupational Standards:** Business and Administration Level 2

#### **MAIN DUTIES AND RESPONSIBILITIES:**

1. To ensure that visitors to the school site sign in, provide suitable ID including child protection documentation where applicable, are issued with a visitor pass and are taken to / collected by the appropriate person.
2. To answer the telephone and deal with routine queries where possible, or otherwise transfer calls or take and pass on messages.
3. To make routine telephone calls to pass on or obtain information or to raise/resolve simple queries.
4. To undertake post duties, including collecting, opening, sorting and distributing incoming post, and enveloping and dispatching outgoing post.
5. To monitor and maintain the school e-mail account on a daily basis, responding directly to routine enquiries, filtering marketing information and/or forwarding e-mails to the appropriate person.
6. To distribute information / documentation to the school community as appropriate, including use of school-home communication systems.
7. To respond to routine correspondence by making use of standardised information.
8. To file documentation accurately within the school's/college's existing filing system.
9. To arrange meetings / training events when requested, including booking rooms, inviting delegates and arranging refreshments as required.
10. To obtain quotes and make bookings for school trips (including travel arrangements) as requested by teachers.
11. To operate standard office equipment, e.g. photocopiers, scanners, shredders, etc.

12. To produce typed documents from information provided, ensuring good spelling and punctuation and using appropriate layout / presentation. (e.g. letters to parents, event tickets, etc)
13. To monitor and maintain office stationery stock to pre-determined levels, requesting orders for stock replenishment/replacement in a timely manner.
14. To check deliveries to the school against the delivery note / order, noting any discrepancies and reporting them to the supplier in a timely manner.
15. To assist with the production of pupil lists for activities, clubs, milk, medication, dietary needs, etc. as required.
16. To process routine documentation and check for completeness and errors, taking appropriate steps to resolve basic/routine issues and referring more complex queries to the appropriate person.
17. To input data and information onto computer systems, and use these systems to extract information as instructed, which may require some manipulation.
18. To undertake routine cash handling duties, including receiving and recording payments for school meals and trips, issuing receipts and preparing for banking.
19. To pursue outstanding payments for school meals and trips in a timely manner using standardised letters, and inform the appropriate person if payment is still not received.
20. Any other duties, commensurate with the grade, for which the post holder has appropriate skills / training, as may be required from time to time.
21. To provide a courteous reception service, resolving routine queries and those relating to tour area of work and calling an appropriate person to assist where necessary.

#### **SPECIAL FACTORS:**

**Subject to the duration of the need, the special conditions given below apply :**

- (a) The nature of the work may involve the post holder carrying out work outside of normal working hours.
- (b) The postholder may be required to attend, from time to time, training courses, conferences, seminars or other meetings as required by his/her own training needs and the needs of the school.
- (c) Expenses will be paid in accordance with the Local Conditions of Service.
- (d) This post is eligible for a DBS check under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (i.e. it involves certain activities in relation to children and/or adults) and defined as regulated activity under Part 1 of the Safeguarding Vulnerable Groups Act 2006 before the coming into force of section 64 of the Protection of Freedoms Act 2012 on 10<sup>th</sup> September 2012. Therefore **a DBS enhanced check is an essential requirement.**

**This job description sets out the duties and responsibilities of the post at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post.**



Discovery is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

Job Title: Administration Assistant Person Spec

Grade: 5

Post Number:

	Essential	Desirable	How assessed
<p><b><u>Qualifications</u></b></p> <ul style="list-style-type: none"> <li>Level 2 qualifications in maths/numeracy and English/literacy. OR Able to demonstrate numeracy/literacy skills sufficient for the demands of the post.</li> </ul>	ü	ü	App/Doc  App/Test
<p><b><u>Experience</u></b></p> <ul style="list-style-type: none"> <li>Experience of responding to members of the public in a work setting.</li> <li>Experience of completing basic administrative tasks.</li> </ul>	ü	ü	App/Int  App/Int
<p><b><u>Knowledge</u></b></p> <ul style="list-style-type: none"> <li>Knowledge of child protection procedures.</li> <li>Knowledge of basic health and safety procedures.</li> </ul>		ü  ü	App/Int  App/Int
<p><b><u>Skills/Attributes</u></b></p> <ul style="list-style-type: none"> <li>Ability to use standard office equipment and software</li> <li>Ability to use own initiative to respond to routine queries using standardised information.</li> <li>Good customer service and interpersonal skills.</li> <li>Good telephone manner.</li> <li>Ability and willingness to undertake professional development.</li> <li>Ability to work effectively as part of a team.</li> </ul>	ü  ü  ü  ü  ü		App/Int/Test App/Int/Test  App/Int/Ref  Int/Ref App/Int  App/Int/Ref
<p><b><u>General Circumstances</u></b></p> <ul style="list-style-type: none"> <li>Evidence of regular attendance at work</li> <li>An understanding of, and commitment to, Equal Opportunities, and the ability to apply this in day-to-day situations.</li> </ul>	ü  ü		Ref  App/Int

	Essential	Desirable	How assessed
<ul style="list-style-type: none"> <li>Willingness to undertake training.</li> </ul>	ü		App/Int
<p><b><u>Factors not already covered</u></b></p> <ul style="list-style-type: none"> <li>Must be able to perform all duties and tasks, with reasonable adjustment where appropriate, in accordance with the provisions of the Equality Act 2010</li> </ul>	ü		App/Int/Med

App = Application Form

Test = Test

Int = Interview

Pre = Presentation

Med = Medical Questionnaire

Doc = Documentary Evidence (E.g., Certificates)