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Description automatically generated**

**Admin Assistant/Attendance Officer**

Grade: Grade 3, point 4 – 9

Salary: £21,147 - £23,630 (Pro-rota)

Location: Ravenswood Community Primary School

Hours: Monday to Friday, 08:00 to 16:00, 37 hours per week, 39 weeks per year

**Main purpose of the job**

To effectively support the running of the school office through a range of administrative duties, including answering the phones and face-to-face meetings as a first point of contact.

To lead on attendance from Nursery to Year 6, working alongside the Local Authorities Attendance Monitoring Officer and family support worker.

Effectively manage the operation of all After School Enrichment Clubs to ensure safe and successful delivery.

Diligently organising all school trips and visits, ensuring policy is followed and relevant risk assessments are carried out.

Operational duties will include:

* Act as a positive first point of contact for the school, including telephone enquiries, dealing with incoming mail and emails, receiving visitors, arranging hospitality as appropriate
* Manage the daily attendance registers
* Manage the daily dinner registers, liaising with the cook and arranging theme days
* To work as part of the team to help ensure the smooth running of the administration support service across the school
* Manage the operation of After School Clubs by scheduling suitable clubs, sourcing and vetting providers, promoting the clubs to parents/pupils, managing the budget, monitoring the waiting list and any other duties to ensure safe and successful delivery.
* Weekly management of the after school clubs inc. maintaining registers, liaising with club providers and parent communication
* Arrange school trips and manage the planning process
* To attend to first aid
* Administer pupils’ signing in and out during school hours
* To take responsibility for promoting and safeguarding the welfare of children and young

people within the school

* Make, receive and direct telephone calls, taking messages and ensuring that these are passed on as quickly as possible.
* To monitor the admin resources and stationery stock levels, placing requisition orders as appropriate
* To be responsible for checking deliveries and creating goods received notes.
* To monitor the monthly credit card statements.
* Other duties such as photocopying, filing, collating and distribution of information from the Administrative Team.

**General Duties**

* Actively contribute to and promote the overall ethos / work aims of the school.
* Participate in training and other learning activities and performance development as required.
* Maintain consistent high standards of professional conduct, tact and diplomacy at all times in dealings with parents / staff colleagues and all visitors to the school.
* Maintain effective professional working relationships with all stakeholders including parents, staff and young people
* Maintain absolute confidentiality and exercise discretion with regard to staff / pupil information and the school’s business at all times.
* Act as an ambassador for the school within the local community and beyond, ensuring that the ethos of the school is promoted and supported at all times.
* Undertake any other reasonable tasks and responsibilities as requested by the Headteacher, SOM, SLT and governors which fall within the scope of the post.

**Key relationships:**

You will report directly to the School Operations Manager and will work as part of the team in the school office.

**Working with others by:**

* Building positive relationships with parents / carers / pupils
* Helping to develop active and effective relationships with schools and others.
* Maintaining effective professional working relationships with all stakeholders including parents, staff and young people

This job description sets out the major duties and other tasks associated with the stated purpose of the post and the specific duties allocated to the post holder. The duties listed are examples of duties at this level and other duties of a similar nature may be undertaken by the post holder and are not excluded because they are not itemised.

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| **PERSON SPECIFICATION** | | |
| **PERSON PROFILE** | **Essential** | **Desirable** |
| **Education and Qualifications** | * Minimum GCSE Grade 4 or C or equivalent in English Language & Maths * You should be an experienced administrator (ideally with 2+ years’ experience) who has excellent communication and customer service skills |  |
| **Knowledge and use of a range of equipment** | * Ability to read and understand instructions * Ability to maintain a high level of confidentiality * Ability to use/operate general office equipment, including photocopiers and laminators * Be a competent user of ICT (in particular Google suite (docs & sheets etc) and Microsoft Office programmes (Word & Excel) and Gmail) with very good, accurate, keyboard and database skills (training will be provided on the school’s databases and software as required, but an ability and willingness to quickly learn how to use a new database will be essential) * A high standard of literacy required for maintaining records and producing a range of written correspondence. | * An awareness of health and safety procedures * Knowledge of school related systems e.g. Bromcom * A good understanding of GDPR and Data Protection Legislation * A good understanding of Child Protection and Safeguarding Children legislation * A good understanding of School Attendance Policies * Experience of working with Attendance Officers |
| **Interpersonal and Communication Skills** | * Ability to recognise and resolve or report problems * Good telephone manner * Sensitivity to pupils' needs * Ability to communicate clearly * Able to work with outside agencies |  |
| **Relevant Experience** | * Experience of Reception or customer service based work * Have accuracy and attention to detail * Ability to prioritise work and have a proactive approach to ensure deadlines are met. * Have excellent attention to detail. * Flexible and reliable with a ‘can-do’ approach to being asked to carry out a variety of tasks * Have the ability to multitask. * Input data for analysis * Work with Senior Leaders to problem solve and write action plans for improvement or key areas of role. | * Experience of teamwork and independent work tasks |
| **Additional Requirements** | * An enhanced DBS check is required for this post. * The post holder must show a commitment to safeguarding and promoting the   welfare of children, young people and vulnerable adults   * Demonstrate qualities of an effective team player |  |