

Role Profile

Part A - Grade & Structure Information

Job Family Code	5BF	Role Title	Administrative Assistant level 2
Grade	S5.2 - £23,675 39 weeks FTE	Reports to (role title)	School Business Manager/Head teacher
JE Band	161-191	School	St Joseph's Catholic Primary School, Redhill
		Date Role Profile was created	Jan-18

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>Provide support on a broad range of administrative activities as a member of the school office team to enable the school to function efficiently.</p> <p>Key deliverables include:</p> <ul style="list-style-type: none"> • Collect, update, maintain records ensuring accuracy of information held, and produce routine and more complex reports as requested by senior staff or external agencies • Develop and maintain manual and computerised records and management information systems, and manage databases and update the school website as required; • Take the lead in the efficient running of reception, managing telephone and face-to-face enquiries, and ensuring the school's security procedures for visitors are properly followed, to provide a courteous welcome to all stakeholders and visitors and promote a positive and professional image of the school; • Prioritise and carry out a range of administrative tasks to support the smooth running of the school office, including arrangements for school visits and events, administration of school lettings and other uses of the school as required; Overview and planning of school clubs, liaise with the kitchen and Midday staff with regard to menu changes and efficient running of the lunch hall, maintain lunch records and • Monitor and manage a limited range of stock and supplies within an agreed budget; • Allocate work to more junior colleagues and support and guide their work as required. • Assist with pupil first aid/welfare duties. • Maintain medical records and liaise with parents effectively with all medication brought into school. • Manage the office@ mail box and ensure messages are returned and actioned • Have responsibility for sending out parent communications. Take responsibility for and compile the school's monthly newsletter.
Work Context	St Joseph's Catholic Primary School is located on Linkfield Lane, within the Parish of the Nativity of the Lord. The school currently has 620 pupils with a PAN of 630.
Line management responsibility if applicable	n/a
Budget responsibility if applicable	n/a

<p>Representative Accountabilities</p> <p>Typical accountabilities in roles at this level in this job family</p>	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Ensure information and records are processed and stored to agreed procedures. • May run and present standard reports. • Prepare and dispatch a range of standard correspondence/documents to ensure an efficient response to enquiries and timely conclusion of any process connected with the defined area of activity. <p>Service Delivery</p> <ul style="list-style-type: none"> • Deliver a range of administrative and/or customer/consultancy services in support of existing systems or processes to agreed standards, to maximise service quality and continuity. • Receive and respond to everyday enquiries from customers to provide a timely, courteous and efficient service. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Support a group of senior staff, ensuring confidentiality, and assisting in the effective organisation of internal/external meetings and activities to support a high standard of office organisation. • Assess the range and volume of work to be undertaken for the days ahead and plan to ensure it is completed to time and to an appropriate standard. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Follow established ordering procedures to ensure adequate resources are available to meet work requirements. <p>Work with others</p> <ul style="list-style-type: none"> • Receive visitors and provide/request basic information in a courteous manner to promote a positive image of the work unit. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p> <p>To have regard to and comply with safeguarding policy and procedures at all times.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Minimum 3 GCSEs at Grade C or above, or equivalent, or able to evidence ability at an equivalent level. • Familiar with one or more of the specific processes used in business, communication, financial or HR administration. • Ability to apply relevant health and safety, equality and diversity, and other county/service policies and procedures. • Competent in a range of IT tools. • Ability to work with others to achieve objectives and provide excellent customer service. • Good written and oral communication skills with the ability to build sound relationships with staff and customers. • Ability to prioritise and plan own workload in the context of conflicting priorities. • Experience of working in a busy office environment.
<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	

Role Summary	<p>Roles at this level provide a business support service as part of a specific service or service team. They work within established processes and procedures, resolving problems or queries with the more complex issues referred to others. They support more senior staff by executing the detailed processes in specific aspects of business, financial, communication, facilities and/or HR administration and will be fully versed in all procedures of their specialism. They will be subject to supervision but will be expected to organise their own workload and set their own priorities within short, e.g. day-to-day timescales. They may support a group of more senior staff with some of the more routine duties and ensure matters are dealt with appropriately when they are out of the office. Some roles at this level may be more restricted in terms of variety or organisation of tasks than others. Where this is the case, customer service may be the predominant feature.</p>
---------------------	--