

Job description: Academy Admin Assistant

Location	St Mark's Academy, Acacia Road, Mitcham, CR4 1SF
Contract term	Permanent
Full time/term time	35 hrs per week and 41 weeks per year [Term-time, plus two weeks]
Pay range	Grade 3, Spine Point 5 -6 [Full-time equivalent salary £29,434 - £29,854]
Reporting to	Senior Admin Assistant, Associate Operations Lead (P&E)

Job purpose

- To support the Senior Admin Officer with the efficient administrative and receptionist function of the Academy.
- To provide a welcoming, efficient, and professional reception service for the academy.
- To promote the academy's vision, values, and culture through clear, timely and accurate communication of information between internal and external stakeholders: in person, online and on the telephone.
- To work flexibly, in collaboration with colleagues, to provide a range of receptionist and administrative services in support of staff and students to enable teachers to maximise their time focused on teaching and learning.

Main duties and responsibilities

- Receive daily callers in person or on the telephone in a pleasant and professional manner ensuring they are attended to or referred to the appropriate person efficiently; to deal with a variety of calls with tact, sensitivity, and confidentiality when appropriate, providing support and advice to parent/carers; relaying accurate messages to relevant colleagues.
- Dealing with in-coming and outgoing mail quickly and efficiently according to pre-determined guidelines and deadlines.
- Regularly monitoring the school email account and act upon or forward as necessary.
- Regularly monitoring the school answerphone, relaying messages to the appropriate person and ensure the recorded outgoing message is updated as appropriate.
- Carry out filing of student and staff paperwork, ensuring strict confidentiality.
- Ensuring large school mailshots are collated and sent within the pre-determined time scales.
- Producing documents, reports, and materials, for a range of purposes, using the Microsoft Office suite of applications.
- Interacting with various computer systems to update information, find answers to questions and run reports.
- Recording and tracking staff and pupil information, keeping accurate records.
- Assisting with the administrative organisation for specific student and staff events (for example, student vaccinations, photographs, induction etc.).

- Dealing with potentially challenging situations with tact and sensitivity, relaying accurate messages, liaising with appropriate members of staff when needed.
- Overseeing the booking of meeting rooms, conference rooms and other shared school spaces.
- Reprographic duties as required.
- Hospitality requests as required.
- Planning, organising, and managing own workload to ensure all duties are completed in a timely and accurate manner.
- Monitoring and managing access to the school site, via intercom.
- Supporting with the management of stock and resources.
- Maintaining a clutter free, clean, and welcoming environment, at all times, in the reception area.
- Administering first aid to students and staff as qualifications allow – including contacting parent/carers, under instruction when required.
- Participating in training and other learning activities and performance development.

Other Responsibilities

- Be flexible to ensure the operational needs of the Academy are met.
- Attend and contribute to relevant meetings and CPD as required.
- Be responsive to, and confident to give, open, constructive, and honest feedback.
- Be aware of and comply with policies and procedures relating to child protection, health, safety and security and confidentiality, reporting all concerns to an appropriate person
- Contribute to the overall ethos/work/aims of the school
- Appreciate and support the role of other professionals
- Attend relevant meetings as required
- Participate in training and other learning activities and performance development as required
- Treat all users of the school with courtesy and consideration
- Present a positive personal image, contributing to a welcoming school environment which support equal opportunities for all
- Comply with health and safety policies and procedures at all times and undertake risk assessments as appropriate.
- Promote and ensure the health and safety of pupils, staff & visitor (in accordance with appropriate health & safety legislation) at all times.
- To show a record of excellent attendance and punctuality.
- To adhere to the Academy's Dress Code & Staff Code of Conduct.
- Undertake supervision duties as allocated, which may take place before, during and after school including break and lunchtime.

These duties and responsibilities should be regarded as neither exhaustive nor exclusive as the post holder may be required to undertake other reasonably determined duties and responsibilities commensurate with the grading of the post.

The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.

Person specification: Academy Admin Assistant

Qualifications and training <i>Evidenced through: Application</i>	Essential	Desirable
Five good GCSE passes or equivalent	✓	
Relevant training and professional development in areas such as Word, Excel and SIMS		✓

Experience/employment record <i>Evidenced through: Application/Interview/References</i>	Essential	Desirable
Experience of greeting guests/visitors and making them feel welcome in a positive and friendly manner	✓	
Proven experience of managing own workload and meeting deadlines	✓	
Experience of using ICT systems	✓	
Experience dealing with confidential and sensitive matters	✓	
Experience of working within an office		✓
Experience of working within a school or education setting		✓

Skills & attributes <i>Evidenced through: Application/Interview/References</i>	Essential	Desirable
Demonstrate exceptional communication with all stakeholders, in person, on the telephone and in writing.	✓	
Able to deal with potentially challenging situations with tact and sensitivity.	✓	
Excellent verbal and written communication skills, with internal and external stakeholders of all levels.	✓	
Can work effectively as a member of a team	✓	
Able to manage work to tight deadlines and to prioritise work;	✓	
Can work accurately.	✓	

Have excellent organisational skills, accurate and methodical record keeping ability	✓	
Decisive in understanding when matters are confidential and need to be referred.	✓	

Personal qualities <i>Evidenced through: Application/Interview/References</i>	Essential	Desirable
A willingness to learn and develop new skills	✓	
Motivation to work proactively within the Christian ethos of the Academy	✓	
An excellent attendance and punctuality record	✓	
The ability to be resilient under pressure	✓	
A willingness to learn and develop new skills	✓	