

WARWICKSHIRE COUNTY COUNCIL

PAY AND CONDITIONS REVIEW PROJECT 2006/07

ROLE DESCRIPTORS FOR POSTS IN SCHOOLS

Note: These are broad descriptions of the types of duties/activities expected at this level, for illustrative purposes. They are not intended to provide an exhaustive list of duties.

POST TITLE: Clerical / Administration **JEID REF: C0336**
(was S2)

POST LEVEL: Band D

BROAD DESCRIPTION :

Provides a full receptionist service and clerical support to the school. Work is governed by established processes/procedures. Work is carried out without close supervision, other than that provided through working arrangements, methods and procedures. Overall guidance and supervision will be from a senior member of staff (normally admin).
Contribute to the school's statutory duty to safeguard and promote the welfare of children.

RESPONSIBILITY FOR OTHERS: The post has some impact on the well-being of individuals or groups (ie physical, mental, social, health and safety).

RESPONSIBILITY FOR STAFF: The post has no or limited direct responsibility for supervising other staff though may be expected to demonstrate tasks or advise/guide new employees, work experience or trainees.

RESPONSIBILITY FOR FINANCE : The post has no or limited direct responsibility for financial resources other than occasional handling small amounts of cash, processing cheques, invoices etc.

RESPONSIBILITY FOR PHYSICAL RESOURCES : The post has some direct responsibility for physical resources, involving the careful, accurate, confidential and secure handling and processing of information

TYPICAL TASKS

Reception:

Ensure reception area is welcoming and tidy.
Receives visitors and deliveries/goods, dealing with associated administration (security badges, signing delivery notes)
Showing visitors around
Deal with routine enquiries, providing general information about the school and its activities – in person, by phone and email.
Be a first point of contact for students/pupils requiring help/support and referring them to other appropriate staff in school

Operating switchboard

Office duties:

Handle incoming mail, ensuring appropriate distribution
Handle outgoing mail, franking and posting, maintaining records of postage
Ensure supply of and maintain stationery and office supplies
Maintain records / files / data bases, inputting and retrieving information.
Maintain petty cash system
Prepare registers and absence forms, ensuring relevant information is disseminated promptly re: absences
Undertake word processing, generating standard letters
Take minutes of meetings
Administer late and pass-out slips to students

QUALIFICATIONS/ TRAINING AND LIKELY ABILITIES

Educated to at least GCSE/GCE O level /CSE grade 1, in literacy and numeracy to be able to write routine letters, take minutes, handle/record cash, work with data bases and maintain records.
Able to communicate and exchange information, verbally and in writing, with a range of audiences.
Good knowledge of the school, its organisation, activities and policies.
Can undertake straightforward calculations, maintain records and read and write messages and instructions.
Competent in use of software and office equipment
Can operate a computer and have sound word processing skills.
Display commitment to the protection and safeguarding of children and young people
Value and respect the views and needs of children
Able to undertake routine work or work within established procedures but without close supervision. Can solve straightforward problems. Able to make some decisions involving the use of judgement.
Can maintain confidentiality at all times – recognises privileged position with access to pupil, parent and staff information. Understands the need for professional relationships within the school.
Good organisational skills
Be able to stay calm and (on occasion) deal with difficult or aggressive visitors.