

Job Description

Administration Assistant

Reporting to:	Operations Manager.
Liaising with:	Operations Manager, Principal, other members of the school community.
Grade/Salary:	Band 3 (SCP 6 – 9)
Hours of work:	37 hours per week (39 Working Weeks Per Year – Term Time Only)

Main Purpose:

- To support the school in achieving and maintaining positive and effective lines of communication with all customer and supplier groups.
- To ensure accuracy and confidentiality in dealing with requests and maintaining records.
- To ensure that the school's standards of customer care are achieved.
- To comply with the appropriate Government, CMAT and the schools policies, procedures and systems.
- To provide full and efficient reprographic support to all teaching and support staff and manages and oversees the Reprographics office. To fulfil all requests for printing and copying submitted by staff in a timely manner to meet any deadlines or service level agreements set. In addition, ensuring that equipment in the Reprographics Room is maintained in a good working order, including arranging for any necessary repairs to be undertaken by specialist contractors, and managing the supply and stock levels of all consumables required for printing and copying.
- To provide first aid (if not already qualified, training will be provided as a mandatory requirement) to support in the facilitation of the school's first aid service. Maintaining accurate records and stock levels of first aid equipment.

Duties & Responsibilities:

Specific Responsibilities (General Admin)

- Receiving printing/copying requests and fulfilling orders submitted in line with SLA.
- General clerical support including typing, reproduction, filing etc of report letters.
- Confidential typing/ confidential word processing support for members of SLT.
- Prepare school bulletin
- To lead on the school's cashless system including dealing with pupil and staff queries.
- Dealing directly with queries from parents/carers via email and telephone.
- Assist staff in preparing trip offers/letters and provide administrative support in all aspects of trip administration within the school office
- To assist with the school's main reception and student service reception, answering enquiries and taking messages from parents/carers, external organisations and the general public. Welcoming

visitors to the school in a professional manner and maintaining the visitor book. Checking Visitor ID's were necessary.

- Administer the school's behaviour/detention system daily, communicating sanctions with parents/carers via our School MIS (Arbor).
- Maintain accurate student records on our MIS (Arbor), making updates and changes to student records when required/requested
- Dealing with challenging callers and visitors to the school and the handling of external complaints.
- Signing for deliveries / collections.
- Liaison with parents / carers on behalf of teaching staff.
- To perform any other task under the reasonable direction of the Principal which could include assisting in other areas of school administration.

Specific Responsibilities (Reprographics)

- Receiving printing/copying requests and fulfilling orders submitted in line with SLA.
- Assisting users with special printing / copying requirements – paper sizes; document finishing; laminating; stapling; booklets etc.
- Maintaining and managing all stock including finalising and placing orders for new materials and paper.
- Undertaking regular, basic maintenance, including changing toner, and safety checks on all School reprographic equipment.
- Arranging for repairs of equipment, as and when necessary, to ensure smooth operation of all equipment.
- Dealing with the service departments of suppliers to ensure service requirements of machinery are met.
- Monitoring records of usage on a monthly basis and reporting on patterns of usage.
- Arranging for collection and disposal of all surplus and unused printed materials and paper.
- Ensuring that the School's Reprographics Room is maintained in a tidy and ordered appearance.
- Creating and distributing staff lanyards
- Maintain electronic storage system on one drive to track current and completed print/job requests.
- Archiving
- Digitally edit, re-format and modify electronic files (using software packages such as Adobe Cloud, Microsoft office) to the specification of departments/SLT/exams officer in preparation for printing
- Using Print Management software
- Create and produce large display material.
- Training users on photocopying, scanning and other reprographics functionality, particularly in educating users in resources and the ways to make best use of them.
- To provide an opinion, if required and qualified to do so, on appropriate equipment purchases and changes in working practices in relation to the functions.
- Offer advice on the most economical ways to complete jobs, to ensure that budgets are adhered to.
- Carry out work professionally and maintain confidentiality at all times.

Examination support

- To be present on and around the days when the school is notified of GCSE and A level results and provide administrative support to the Exams Officer during this time.
- Emergency printing of modified and colour exam papers in exam book format as instructed by exams officer on day of exams.
- Track the submission of mock exam papers for printing by department/subject area.

- Liaise with the resource technicians at the Local Authority to arrange for the printing of modified mock exam papers.
- Print and create subject/student portfolio's as and when required for NEA/internally assessed units in prep for moderation visits/distribution to exam boards.

Other support

- To be first aid trained and be put on first aid duty, providing first aid on site when required/called to an incident, regularly supporting in the school's first aid service.
- Assisting with injured or unwell pupils. Contacting parents / carers and in some instances, Emergency Services.
- Maintaining accurate first aid incident records
- Support in first aid accident investigations, obtaining statements from key parties where necessary
- Manage the organisation, planning and administration of School immunisation events, liaising with external parties such as the NHS
- Manage the auditing of stock levels for first aid equipment & school shop/office items, raising orders for the replenishment of stock where required on a regular basis
- Any other duties required by the Principal/Operations Manager

Skills & Abilities

- Good general interpersonal, organisational and communication skills.
- A strong knowledge and understanding of safeguarding, health, safety and security, confidentiality, and data protection.

General

- Be a positive influence on the climate and culture of the Academy and always show a positive example.
- Support the Catholic ethos of the Academy.
- Be aware of and comply with the policies and procedures relating to child protection, health, safety and security, confidentiality and data protection and copyright, reporting all concerns to the Head Teacher.
- Be aware of and support difference and ensure equal opportunities for all.
- Contribute to the overall aims of the Academy.
- Appreciate and support the role of other professionals.

The St Thomas Aquinas Catholic Multi-Academy Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. This post is subject to satisfactory references, which will be requested, prior to interview, an enhanced Disclosure and Barring Service (DBS) check, medical check, evidence of qualifications plus verification of the right to work in the UK.

The Trust will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

Whilst every effort has been made to outline the key duties and responsibilities of the role, it is not an exhaustive list. The duties and responsibilities of the role may vary from time to time, commensurate with and without changing the general character of the duties or the level of responsibility entailed and would not in itself justify a reconsideration of the grading of the post.

Person Specification

Administration Assistant

A. Training & Qualifications	Essential	Desirable
Level of numeracy and literacy sufficient to carry out the duties of the posts.	A	
Qualified to at least GCSE level or equivalent inc. English Lang and Mathematics to Grade C or above	A	
A level of IT skills sufficient to carry out the duties of the post	A	
Commitment to ongoing professional development	A	
First Aid in schools trained or willing to work towards qualification upon employment	A & I	

B. Experience	Essential	Desirable
Experience of working in a reprographics department		A & I
Experience of working in an office environment	A & I	
Experience of Word / Excel		A & I
Working and collaborating with a team		A & I
Ability to respond quickly and effectively to issues that arise	I	
Ability to use own initiative and act accordingly	I	
Effective communication with adults and children	I	
Ability to follow instructions from senior team members	I	
Ability to build effective working relationships with colleagues	I	

C. Professional Knowledge and Skills	Essential	Desirable
The ability to communicate, influence, motivate and engage with a wide range of children	A & I	
A strong knowledge and understanding of safeguarding, health, safety and security, confidentiality, and data protection	A & I	
Good general interpersonal, organisational and communication skills	A & I	
Uphold and promote the Catholic ethos and values of the school	I	

C. Professional Knowledge and Skills (continued)	Essential	Desirable
The ability to maintain and update records	I	
Able to organise own work and work with others to meet deadlines		I
Commitment to always maintaining confidentiality	I	
Commitment to safeguarding, equality, diversity, and inclusion	I	

D. Personal Attributes	Essential	Desirable
Willingness to support Catholic life in schools	I	
Emotional resilience	I	
Ability to self-evaluate and reflect	I	
Ability to be respectful and promote equality of opportunity and diversity	I	

E. Safeguarding & Equality	Essential	Desirable
Understanding of responsibilities of the Trust and schools in ensuring compliance with all relevant legislation	I	
Must be able to recognise discrimination in its many forms and willing to put the school's equality policies into practice.	I	
Aware of equal opportunities in relation to this role	I	