

St Johns CE Primary Academy – Apprentice Admin Assistant

Statement of Purpose

To work under the direction and guidance of senior staff to provide general clerical and administrative support to the school.

JOB DESCRIPTION

Role Overview

Delivering efficient administrative services. The post holder will be responsible for managing a variety of enquiries from staff, students, and visitors, both in person and via telephone, email, and written correspondence. Duties include reception management, handling communications, maintaining accurate data records, and providing general administrative support.

Responsibilities

- To proactively deal with a wide range of enquiries and communications from all stakeholders, either in person or via telephone, email and letter.
- To provide administrative and organisational support to all stakeholders as required, including but not limited to filing, photocopying, scanning and compiling letters.
- Undertake reception duties, answering routine telephone and face to face enquiries and signing in visitors.
- Data inputting of computerised records/management information systems.
- Undertake other duties appropriate to the post as requested by the Senior Leadership Team that may be reasonably required from time to time.
- Lettings, including applications, agreements, calendar entries, and payment tracking.
- Support the SENCO with Edukey updates, document management, and liaison with parents and agencies.
- Record medication use on medical tracker and notify parents as required
- Take the daily dinner register, ensuring accurate numbers and dietary needs are communicated, and oversee meal billing
- support transitions for Nursery when ratios require it and assist with general administrative tasks
- Produce and maintain accurate daily Wraparound attendance lists and communicate last-minute changes to staff.
- Assist with pupil welfare duties; liaise with parents and staff
- Sign in late students and endorse school policy with regard to punctuality
- Assist with student enquiries, liaising with staff and parents as necessary
- Operate relevant IT equipment and software (Microsoft applications, Bromcom, Parent Pay).
- Maintain manual and computerised records / management information systems.
- Liaise with appropriate senior staff and external agencies as required on a regular basis
- Communicating with relevant stakeholders to ensure continued smooth running of the school.

Support to the School (This list is not exhaustive and should reflect the ethos of the school).

- Promote and safeguard the welfare of children and young people you are responsible for and come into contact with.
- Be aware of and comply with policies and procedure relating to child protection, health and safety, security, confidentiality, GDPR, reporting all concerns to the appropriate person.
- Be aware of, support and ensure all equal opportunities for all.
- Contribute to the overall ethos / work / aims of the school.
- Appreciate and support the role of other professionals.
- Attend and lead in relevant meetings as required.
- Participate and lead in training and other learning activities and personal development as required.
- Demonstrate, give advice & guidance to, or train other employees, student or trainees on own duties.
- Undertake research and obtain information to inform decisions.
- Analyse and evaluate data / information and produce reports / information / data as required.

Person Specification

Essential Criteria (to be measured by application form and interview)

Experience

- General clerical / administrative work
- Experience of providing good customer service
- Experience of using ICT

Qualifications / training

- Have achieved a minimum of Maths, English & ICT GCSE D-G/5-9 or equivalent, if not already achieved the ability to work towards and achieving at least Functional skills at Level 1

Knowledge / Skills

- Good Interpersonal skills
- Good communication skills, oral and written
- Ability to use relevant equipment / resources
- Good keyboard skills
- Knowledge of relevant policies / codes of practice and awareness of relevant legislation.
- Ability to work constructively as part of a team.
- Ability to relate well to all children and adults.
- Good organising, planning and prioritising skills.
- Methodical with good attention to detail.
- Knowledge of the concept of confidentiality

Behavioural Attributes

- Customer focused.
- Has a friendly yet professional and respectful approach which demonstrates support and shows mutual respect.
- Open, honest and active listener.
- Takes responsibility and accountability
- Committed to the needs of pupils, parents and other stakeholders and challenge barriers and blocks providing an effective service.
- Demonstrates a “Can do” attitude including suggesting solutions, participating, trusting and encouraging others and achieving expectations.
- Is committed to the provision and improvement of quality service provision.
- Is adaptable to change / embraces and welcomes change.
- Acts with pace and urgency being energetic, enthusiastic and decisive.
- Communicates effectively
- Has the ability to learn from experiences and challenges.
- Is committed to the continuous development of self and others by keeping up to date and sharing knowledge, encouraging new ideas, seeking new opportunities and challenges, open to ideas and developing new skills.

In addition to the ability to perform the duties of the post, issues relating to safeguarding and promoting the welfare of children will need to be demonstrated, these will include:

- Motivation to work with children and young people.
- Ability to form and maintain appropriate relationships and personal boundaries with children and young people.
- Emotional resilience in working with challenging behaviours.
- Attitudes to use of authority and maintaining discipline.