

CompassEko Trust

Job Title: School Administrative Assistant
Grade: Grade 4, Point 7
Reports to: Senior Operations Manager, Office Manager

Main purpose of the job

To effectively support the running of the school office through a range of administrative duties, including answering the phones and face-to-face meetings as a first point of contact.

Assist with the management of pupil attendance by monitoring data and working with families to improve their child's attendance, working alongside the School Attendance Officer

Operational duties will include:

- Supporting daily monitoring of attendance of pupils
- Scheduling and planning events, such as workshops
- Support new parents with applications to the school, offering advice, guidance and help with services such as FSM
- To work as part of the team to help ensure the smooth running of the administration support service across the school
- Act as a positive first point of contact for the school, including telephone enquiries, dealing with incoming mail and emails, receiving visitors, arranging hospitality as appropriate alongside the receptionist
- Covering front office when Reception is busy or absence of staff
- To attend to first aid
- To take responsibility for promoting and safeguarding the welfare of children and young people within the school
- Make, receive and direct telephone calls, taking messages and ensuring that these are passed on as quickly as possible.
- To produce and assist with the preparation of school letters, typing meeting notes, flyers, leaflets, brochures and other communications both electronically and hard copies.
- To assist the Office Manager in orders and deliveries.
- To monitor the admin resources and stationery stock levels, placing requisition orders as appropriate
- To monitor school uniform supplies held in school, ensuring adequate levels at all times, and liaising with Office Manager on orders.
- To help SLT with taking minutes in meetings such as Annual reviews, as and when required.
- Other duties such as photocopying, filing, collating and distribution of information from the Administrative Team.
- To assist the Exam Officer with setting up rooms and security/delivery of the exam papers.

General Duties

- Actively contribute to and promote the overall ethos / work aims of the school.
- Participate in training and other learning activities and performance development as required.
- Maintain consistent high standards of professional conduct, tact and diplomacy at all times in dealings with parents / staff colleagues and all visitors to the school.
- Maintain effective professional working relationships with all stakeholders including parents, staff and young people
- Maintain absolute confidentiality and exercise discretion with regard to staff / pupil information and the school's business at all times.
- Act as an ambassador for the school within the local community and beyond, ensuring that the ethos of the school is promoted and supported at all times.
- Undertake any other reasonable tasks and responsibilities as requested by the Headteacher, SOM, SLT and governors which fall within the scope of the post.

Key relationships:

You will report directly to the School Office Manager and will work as part of the team in the school office.

Working with others by:

- Building positive relationships with parents / carers / pupils
- Helping to develop active and effective relationships with schools and others.
- Maintaining effective professional working relationships with all stakeholders including parents, staff and young people

Scope:

The post-holder will be based at one of the Trust Schools and will be expected to work across the Trust, travelling from time to time to school sites. This job description needs to be considered in the context of a developing and evolving situation and, therefore, responsibilities described here may be adapted to meet changing needs.

Safeguarding:

Compass Eko Trust is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. Employees are expected to have due regard for safeguarding and promoting the welfare of children and young people and to follow the child protection procedures adopted by the Trust

PERSON SPECIFICATION		
PERSON PROFILE	Essential	Desirable
Education and Qualifications	<ul style="list-style-type: none"> ● Minimum GCSE Grade 4 or C or equivalent in English Language & Maths ● You should be an experienced administrator (ideally with 2+ years' experience) who has excellent communication and customer service skills 	
Knowledge and use of a range of equipment	<ul style="list-style-type: none"> ● Ability to read and understand instructions ● Ability to maintain a high level of confidentiality ● Ability to use/operate general office equipment, including photocopiers and laminators ● Be a competent user of ICT (in particular Google suite (docs & sheets etc) and Microsoft Office programmes (Word & Excel) and Gmail) with very good, accurate, keyboard and database skills (training will be provided on the school's databases and software as required, but an ability and willingness to quickly learn how to use a new database will be essential) ● A high standard of literacy required for maintaining records and producing a range of written correspondence. 	<ul style="list-style-type: none"> ● An awareness of health and safety procedures ● Knowledge of school related systems e.g. Bromcom ● A good understanding of GDPR and Data Protection Legislation ● A good understanding of Child Protection and Safeguarding Children legislation ● A good understanding of School Attendance Policies ● Experience of working with Attendance Officers
Interpersonal and Communication Skills	<ul style="list-style-type: none"> ● Ability to recognise and resolve or report problems ● Good telephone manner ● Sensitivity to pupils' needs ● Ability to communicate clearly 	
Relevant Experience	<ul style="list-style-type: none"> ● Experience of Reception or customer service based work ● Have accuracy and attention to detail ● Ability to prioritise work and have a proactive approach to ensure deadlines are met. ● Have excellent attention to detail. ● Flexible and reliable with a 'can-do' approach to being asked to carry out a variety of tasks ● Have the ability to multitask. 	<ul style="list-style-type: none"> ● Experience of teamwork and independent work tasks

Additional Requirements	<ul style="list-style-type: none">● An enhanced DBS check is required for this post.● The post holder must show a commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults● Demonstrate qualities of an effective team player	
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