



Part A - Grade & Structure Information

Job Family Code	4BF	Role Title	Administrative Assistant level 1
Grade	P4	Reports to (role title)	Office Manager
JE Band	135 - 160	School	The Howard Partnership Trust
		Date Role Profile created	Feb 2019

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>Provide support on a broad range of administrative activities as a member of the school office team to enable the school to function efficiently. Key deliverables include:</p> <ul style="list-style-type: none"> • Support the efficient running of reception, managing telephone and face-to-face enquiries, and ensuring the school's security procedures for visitors are properly followed, to provide a courteous welcome and promote a positive and professional image of the school. • Communicate key messages to teachers and staff when required • Welcome guests and when required provide refreshments and hospitality • Collect, update, maintain and analyse information, data and records ensuring accuracy of information held, and produce routine and more complex reports as requested by senior staff or external agencies (e.g. standard/statutory returns) • Develop and maintain manual and computerised records and management information systems and manage databases and the school website as required.
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	<ul style="list-style-type: none"> • Prioritise and carry out a range of administrative tasks to support the smooth running of the school, including arrangements for school visits and events, administration of school lettings and other uses of the school as required. • Maintain stocks and supplies, placing authorised orders for school resources and distributing • Undertake general financial administration and assist in maintaining various school accounts in accordance with financial regulations and procedures. • Allocate work to more junior colleagues and support and guide their work as required. • Duties that ensure the first aid/welfare/medical needs of pupils are met • Admissions – casual admissions, organise open days, be a point of contact/expert on admissions – under the direction of the Headteacher. • Liaise with the SIMS Data Manager to ensure electronic students files are up to date and accurate • Liaise with relevant Student Welfare Managers and Key Stage Managers regarding student information.
THPT Work Context and Generic Responsibilities	<p>Maintain confidentiality in and outside of the workplace. Be pro-active in matters relating to health and safety and report accidents as required. Support aims and ethos of the school setting a good example in terms of dress, behaviour, punctuality and behaviour, punctuality and attendance. Uphold and support the School's Policies and procedures on the Safeguarding of young people.</p>
Line management responsibility if applicable	N/A
Budget responsibility if applicable	N/A
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Organise information to agreed procedures by filing, data entry, checking/matching data etc to ensure accurate records are maintained. • Prepare and dispatch a range of routine documents to meet the daily priorities in their area of responsibility. <p>Service Delivery</p> <ul style="list-style-type: none"> • Carry out administrative and/or support activities to contribute to the smooth running of the work unit. • Receive and respond to everyday enquiries from customers to provide a timely, courteous and efficient service to others. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Organise routine meetings, make arrangements and bookings under clearly defined instructions and maintain diaries. • Help to prepare straightforward materials to assist in the effective organisation of internal/ external activities

	<ul style="list-style-type: none"> • Assess the range and volume of work to be undertaken for the days ahead and plan to ensure it is completed to time and to an appropriate standard. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Follow set order procedures to ensure adequate low value supplies and resources are available to meet office/work unit requirements. <p>Work with others</p> <ul style="list-style-type: none"> • Receive visitors and provide basic information in a courteous manner to promote a positive image of the work unit. <p>Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others. To have regard to and comply with safeguarding policy and procedure as appropriate</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Minimum 3 GCSEs at Grade C or above, or equivalent, or able to evidence ability at an equivalent level. • Working knowledge of relevant systems, equipment, processes and procedures. • Ability to apply relevant health and safety, equality and diversity, and other County/Service policies and procedures. • Competent in a range of IT tools. • Ability to work with others to achieve objectives and provide excellent customer service. • Ability to communicate clearly orally and in writing. • Accuracy and ability to prioritise and organise own workload. • Previous office experience to enable jobholder to deal with administrative procedures confidently.
<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<p>The successful candidate will be subject to a satisfactory enhanced disclosure from the Disclosure and Barring Service (DBS). THPT is committed to the safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.</p>
<p>Role Summary</p>	<p>Roles at this level support service users and/or staff as part of a specific service or team. They typically provide administrative or procedural support working on a broad range of routine activities within well established procedures. They will work in teams under the guidance of more senior colleagues and will be expected to be able to plan and organise their own workload, on an hour-to-hour and day-to-day basis within clear procedures. They will need to understand the objectives of the department sufficiently to allow them to time and sequence tasks so that they can support the work of others effectively.</p>