

JOB DESCRIPTION

Post: School Support Assistant

Main Job Purpose

To ensure the safety, general welfare and conduct of pupils during the break periods. Undertake administration services within the school. Provide student and visitor reception cover in accordance with school needs.

Main responsibilities and duties

- To supervise pupils in designated areas of the school during the break periods and to ensure their safety, welfare and general conduct through appropriate application of the school's policies and procedures.
- To maintain good order in dining areas and assist in the clearance of any spillages and wiping down or clearing as appropriate.
- Provide student and visitor reception cover in accordance with school needs.
- To assist with reprographics duties.
- To undertake general office duties, including collation/copying reports and documents, organising and maintaining filing systems, archiving data and assisting in the absence of colleagues.
- Undertake other duties as directed and commensurate with the grading of the role
- Promote and safeguard the welfare of children and young people in accordance with the Trust's safeguarding and child protection policies and procedures.

Knowledge & Skills

- Keyboard skills, to be able to work accurately, under own initiative for short periods of time and to work in an organised and flexible manner
- Good telephone manner
- Ability to work on own initiative and as part of a team

Supervision and management

The post holder will often be required to work without direct supervision. Supervision will be present where necessary.

Key contacts and relationships

- There is a high level of interaction with individual and groups of pupils.
- Daily contact by telephone/face to face with Headteacher/Staff/Pupils/Parents and other visitors to the school.

Decision making

- The postholder will be supervising the movement and conduct of pupils and be expected to intervene, as appropriate, to establish safe and proper behaviour.
- The nature and level of intervention and the referral of problems to senior staff will depend upon personal judgement within any guidelines and policies issued by the school.
- There is a need to establish the importance and urgency of contacts made.

Resources

General Office equipment (e.g. Word-processor, photocopier, telephone and post/franking machinery.) If personal protective clothing is supplied, it must be worn at all times, as provided, and maintained to an appropriate standard.

Working Environment

- The post will also involve some supervisory duties being undertaken on the playground or other external spaces.
- The post holder will be required to stand and walk as a part of their role; there are limited requirements for lifting and carrying (e.g. files, mail, boxes, office items, stationery).
- Concentration required for periods of up to two hours at a time with limited work-related pressure due to conflicting demands from telephone calls and internal and external support requests.

The above- mentioned duties are neither exclusive or exhaustive and the postholder may be required to carry out such other appropriate duties as may be required by the Headteacher/other nominated person within the grading level of the post and the competence of the postholder.

PERSON SPECIFICATION

	Essential	Desirable
Profile	Good interpersonal abilities	
	Tact and diplomacy when dealing with issues	
	Ability to stay calm under pressure	
	Motivated and enthusiastic	
	Team player	
	A sense of humour to enjoy the challenges of this role	
Experience		Previous experience working in a school environment
Qualifications		First aid qualification
Other	To be flexible to the changing demands of the operation	
	To be able to follow the School's policies and procedures	