



# Job Description

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**Job Title:** Administrative Assistant

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**Location:** Esteem South Academy

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## Job Description

<b>Job Title</b>	Administrative Assistant
<b>Location:</b>	Esteem South Academy
<b>Hours per week:</b>	25 Monday to Friday – 11.30am – 4.30pm
<b>Weeks worked per year:</b>	39 (Term Time Only)
<b>Reporting to:</b>	Operations Manager
<b>Salary Scale:</b>	Grade 5 Points 4 – 5
<b>Disclosure level</b>	Enhanced

<b>Purpose of this role</b>	To provide effective and efficient reception and administrative support to the Executive Headteacher, Head of School and School Operations Manager, including operating relevant manual and computerised systems, in accordance with policies, regulations and procedures.
<b>Line Management</b>	No line management responsibilities
<b>Main duties</b>	<ul style="list-style-type: none"> <li>• Complete the daily attendance registers using Arbor, accurately recording any absence and reason for such absences</li> <li>• Contact the parent/carer of any absent children to establish the reason for the absence</li> <li>• Report any absence concerns to SLT</li> <li>• Support SLT in the management of any persistent absences and lateness, including sending out letters to parents and carers under the direction of SLT</li> <li>• Welcome all pupils on entry to the site at reception and ensure the behaviour policy is followed</li> <li>• Maintain electronic and manual filing systems, document management and record keeping and undertake associated tasks including data entry and scanning</li> <li>• Arrange transport with DCC's Specialised Transport department for pupils attending the academy and liaise with Specialised Transport and taxi providers</li> <li>• Answer the academy telephone and respond to caller queries in a positive and polite manner, including taking messages and transferring calls to the relevant staff member if needed</li> <li>• Contact parents and other stakeholders by letter, email, text and telephone as required</li> <li>• Provide a warm and friendly welcome to visitors in the academy and ensure they sign in accurately</li> <li>• To monitor and replenish stock levels</li> <li>• Receive and sign for deliveries, check against orders and store/distribute as appropriate</li> </ul>

- Receive and distribute correspondence, reply slips, emails, messages and internal mail and post outgoing mail
- Support in arranging site and equipment repair and maintenance with external contractors, including raising orders, obtaining relevant authorisation and ensuring work is completed and carried out within acceptable timeframes
- General office tasks such as filing, photocopying, scanning, shredding and office organisation including basic maintenance of photocopiers and printers and contacting of maintenance engineers
- Assist with organising, booking and administration of academy trips
- Provide general clerical support to staff at the academy and minutes of meetings
- Collate and provide meal numbers to the catering contractor and ensure that systems for this are effective
- Support in exam arrangements
- Ensure that any new pupils or pupil leavers are recorded on our academy systems and the correct transfer of pupil's files from school to school
- Registering of new staff or agency employees, ensuring safer recruitment is strictly adhered to
- To support with the school website
- To be a qualified first aider
- To compile statistics and information for use in management information reports.

**Finance Duties:**

- Assist with monitoring, maintenance and requisition of resources and equipment
- To process purchase orders, invoices, credit card statements and general finance processes
- Goods receipt orders on the computerised system
- Assist with inventory audit
- Receive and record money coming into the academy for such as trips, prepare for banking and issue receipts where required
- Reconcile the number of paid dinners taken with the online payment system and follow up on any outstanding dinner money with parents/carers
- Enable online dinner money and trip payments and extract reports as required
- Generate letters and texts to parents for unpaid dinner money and other payments, escalating to SLT where necessary.

<b>Professional requirements</b>	<ul style="list-style-type: none"> <li>• Be a proactive member of the team</li> <li>• Establish constructive and positive relationships with colleagues, parents and pupils</li> <li>• Promote inclusion of all stakeholders</li> <li>• Demonstrate analytical thinking</li> <li>• Promote positive values, attitudes and guidelines in our behaviour expectations</li> <li>• Respond swiftly to changing academy needs</li> </ul>
<b>Other Generic Responsibilities</b>	<ul style="list-style-type: none"> <li>• Uphold the behaviour policy for pupils in the academy</li> <li>• Represent and promote the ethos and values of Esteem Multi-Academy Trust</li> <li>• To take and be accountable for all decisions made within the parameters of the job description</li> <li>• Participate in performance management, training and activities that contribute to personal and professional development</li> <li>• Actively promote and act at all times in accordance with the policies of the MAT, e.g. Safeguarding, Health and Safety, Equal Opportunities</li> <li>• Provide a high standard of customer service in all dealings, internal and external to the MAT</li> <li>• Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified</li> <li>• Employees will be expected to comply with any reasonable request from a manager or The Head of School/Executive Headteacher to undertake work of a similar level that is not specified in this job description</li> <li>• The MAT 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</li> </ul>

This Job Description is non-exhaustive and sets out the main expectations of the post holder. This Job Description can be altered with the agreement of the postholder and will be reviewed regularly. Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description

The MAT 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.

Esteem Multi-Academy Trust is committed to safeguarding and promoting the welfare of all its students. We expect all staff, volunteers and agency staff to share this commitment. The successful candidate will be required to undertake a Disclosure and Barring Service (DBS) check. The possession of a criminal record will not necessarily prevent an applicant from obtaining this post, as all cases are judged individually according to the nature of the role and information provided.

## Person Specification

Criteria	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>GCSE English and maths or equivalent</li> <li>Full UK Driving licence and car with business insurance</li> </ul>	<ul style="list-style-type: none"> <li>NVQ Level II in Administration or equivalent.</li> <li>Team Teach certificate</li> <li>First Aid</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Working in an office environment</li> <li>Experience in using IT software, including Microsoft packages, excel, data bases and Word</li> <li>Carrying out a wide range complex administrative tasks</li> <li>Interpreting written instructions/manuals to carry out processes and procedures without regular supervision</li> <li>Handling information in accordance with the Data Protection principles</li> <li>Dealing with confidential and sensitive information</li> <li>Successful experience in working as a team and following direction</li> <li>Handling, processing and reconciling cash, cheques, invoices or equivalent</li> <li>Of managing conflict and complaints whilst remaining calm</li> <li>Of working at pace in a busy environment</li> </ul>	<ul style="list-style-type: none"> <li>Working in a school environment, including communicating effectively with pupils, parents and carers</li> <li>Of working with school aged pupils</li> <li>Working with challenging pupils with SEND</li> <li>Used to dealing with members of the public</li> <li>Working with financial information</li> <li>Of website management</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Of GDPR and confidentiality</li> <li>Of a variety of ICT uses and systems especially excel and spreadsheets</li> <li>Of safeguarding policies</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of Financial regulations &amp; payment systems</li> <li>Knowledge of School management information systems such as SIMS or Arbor</li> <li>Of neurodiversities and SEND</li> <li>Of positive behaviour strategies</li> <li>Of website content and management</li> <li>Of school attendance</li> <li>Of health and safety</li> </ul>

<b>Abilities</b>	<ul style="list-style-type: none"> <li>• Excellent organisational skills including prioritisation</li> <li>• To analyse data</li> <li>• To work at pace</li> <li>• To be flexible</li> <li>• To be creative and think outside of the box with innovative ideas</li> <li>• Excellent verbal and written skills and a positive communicator</li> <li>• Communicates effectively</li> <li>• Ability to interpret information/data</li> <li>• Accuracy and attention to detail</li> <li>• To be flexible to meet academy changing needs</li> <li>• Ability to undertake all routine office practices</li> <li>• A good team worker who can be collaborative</li> <li>• Ability to comply &amp; work with procedures &amp; policies</li> <li>• Good IT skills including Word processing &amp; spreadsheets</li> <li>• To be professional at critical times</li> <li>• To work effectively across teams and functions</li> <li>• To be customer focused</li> <li>• To learn from experiences and challenges</li> <li>• To take responsibility and accountability and work within set boundaries</li> </ul>	
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Warm and welcoming</li> <li>• Has a friendly yet professional and respectful approach which demonstrates support and shows mutual respect.</li> <li>• Open and honest</li> <li>• Committed to the needs of the pupils, parents and other stakeholders and challenge barriers and blocks to providing an effective service.</li> <li>• Demonstrates a “can do” attitude including suggesting solutions</li> <li>• Is committed to the provision and improvement of quality service provision</li> <li>• Enthusiastic</li> <li>• Communicates effectively</li> <li>• Growth mindset</li> <li>• 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.</li> </ul>	

