

Administration/Welfare Assistant

The Park Federation Academy Trust

Job Description

Reporting to	Office Manager
Grade	3

Job Purpose

To support the welfare of children and adults within and outside the school as appropriate, and to manage systems that enable the school to best track and support pupils. To provide support to the school, by undertaking a range of general administrative activities and some financial transactions.

Key Accountabilities

The following list is not intended to be exhaustive but indicates the range of duties and the level of responsibility involved.

Main Duties and Responsibilities

- Answer the telephone in a timely and professional manner and forward or take messages as appropriate;
- Arranging receipt and delivery of post;
- Ordering stationary as and when required and maintaining stock levels;
- Meeting and greeting visitors;
- Arranging facilities and refreshments for meetings and training events;
- Ensure accurate medical records and administration of first aid and medication are kept;
- Work with pupils identified by staff as needing extra time to talk through personal issues;
- Provide an administrative pupil service, including the production of reports, compilation of letters to parents, external agencies etc;
- Promoting The Trust's brand through consistency and professionalism.
- Enter and manage Parent Pay transactions
- Order and manage stock levels of admin stationary/stamps/diaries
- Produce sports club and event letters as and when required
- To assist the broader Admin Team as and when required:
 - Support with pupil admissions
 - Support with nursery admissions
 - Attendance monitoring with office team
 - Filing/archiving in the office
 - Supporting office manager
 - Reception lunchtime cover and parental support with the office team
 - Answering calls as and when required
 - Any additional admin responsibility required by the office manager
 - Liaise with Parents/Carers on a regular basis

General

- Maintain confidentiality in and outside the workplace;
- Support the implementation of academy policies;
- Promote the inclusion and acceptance of all pupils;
- Be aware of and understand safeguarding protocol and procedures and the importance of taking appropriate action;
- Attend and participate in meetings and training opportunities;
- Carry out any other reasonable tasks/duties as required by The Trust in accordance with the needs of The Trust.

This job description may be reviewed at the end of the academic year or earlier if necessary. In addition it may be amended at any time after consultation.

Confidentiality

During the course of your employment you may see, hear or have access to, information on matters of a confidential nature relating to the work of The Park Federation Academy Trust or to the health and personal affairs of pupils and staff. Under no circumstances should such information be divulged or passed on to any unauthorised person or organisation.

Data Protection

During the course of your employment you will have access to data and personal information that must be processed in accordance with the terms and conditions of the Data Protection Act 2018.

Safeguarding

In accordance with the commitment of The Park Federation Academy Trust to follow and adhere to the Department for Education guidance entitled "Keeping Children Safe in Education", it is the individual's responsibility to promote and safeguard the welfare of children and young people in the Academy. A satisfactory DBS check is required for this post.

Person Specification

Criteria	Essential	Desirable
Experience & Qualifications	• Minimum GCSE Grade C or equivalent in Mathematics and English; • Experience of working in a busy office environment in a similar customer-facing role; • A valid First Aid at Work certificate; • Experienced at dealing with confidential information appropriately.	• Previous knowledge of the Education system; • Experience working with Arbor.
Skills & Knowledge	• Ability to complete tasks to a high level of accuracy with clear attention to detail; • Ability to think creatively to solve problems; • Professional and articulate verbal communication skills; • Excellent organisational and time management skills; • Competent in the use of Microsoft Office applications and basic system administration. • To be literate and numerate; • Good record maintenance skills including information retrieval.	• Understand the relevance and importance of General Data Protection Regulation and data protection legislation (e.g. the UK Data Protection Act 2018) in relation to the post. • A community language.
Personal Qualities	• Remains motivated, even when under pressure, to ensure that a high standard service to the customer is maintained; • Maintains focus when dealing with a variety of tasks or priorities, seeking early guidance and support when necessary, and responding to that guidance to ensure that daily tasks are completed; • Makes a positive contribution to a team by listening to others, showing consideration to colleagues, working flexibly and proactively offering support and assistance to other team members and other teams; • Able to answer standard queries from the public clearly and accurately, and draft clear and concise letters and/or emails;	

	• Identifies customer needs, providing solutions to these needs that take into account the diversity of customers; • Committed to reflecting on own performance, seeking and accepting constructive feedback, and learning from own experiences. • Able to work on own initiative; • Sensitive and confidential.	
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