

JOB DESCRIPTION: AAT Admin & Support staff

Location:	Clarendon Riverside Centre
Post title:	AAT Admin & Support Assistant
Contract:	Permanent
Grade:	Scale 5 / NJC 12
Hours of duty:	36 Hours per week – Monday to Friday
Reports to:	Headteacher/ Head of Centre

Reception

- To manage the school reception, dealing with enquiries and visitors to the school.
- Provide information and assistance on a wide variety of school matters to parents, children, staff and other schools maintaining a detailed knowledge of school activities in order to answer such queries, without regular reference to senior staff.
- To offer practical support to staff, parents and visitors giving correct information and signposting where to seek help and advice.
- Follow school safeguarding procedures ensuring that visitors are signed in and issued with the correct identification.
- To be responsible for security of the school entrance hall and ensure that doors remain locked as appropriate.
- Monitor the site's Inventory system ensuring that faults are reported and followed up.
- Arrange for photographs to be taken of new staff
- Print staff ID cards in line with the school policy
- Arrange for access cards to be programmed and issued.
- Answers and deals with telephone queries and e-mails. Take accurate messages and forward to the correct staff promptly. Prioritise where necessary and follow through to ensure appropriate action has been taken
- Make appointments/diary entries for visitors and staff and update the school diary as appropriate.
- Liaises with attached professionals, including school nurse, counsellors, therapists, family support workers, EWO and LA staff as appropriate.

Support staff role duties:

- Support staff and pupils with behavioural management incidents as when required during allocated time (Behaviour training to be undertaken within the first two months).
- Support Head of Centre with maintaining displays around the school
- Paediatric first aid responsibility: inventory, stock up and liaising/ recording/following incidents (already trained or willing to undertake training within the first two months)

General Administration

- Distribute correspondence and reports for SLT including letters to parents and newsletters. School visit and trips letters should be produced by the teacher.
- Undertake general administrative tasks as required and maintain centre filing systems.
- Receive, sort and circulate school post.
- Monitor the clarendon@ email address, respond to messages where appropriate and be responsible for redirection to the appropriate staff member.

- Administration of income and permissions for school lunches, trips and events and update ARBOR monitoring of online payments.
- Provide daily lunch numbers for the kitchen.
- Assist with the chasing of, and liaising with, parents to collect overdue lunch balances.
- Manage diary bookings for visits for example liaising with pupil administration regards prospective parent visits and arranging and overseeing school open mornings, managing parent registrations via Google Forms, monitoring numbers, and communicating confirmation details to attendees.
- Update telephone greetings for school holiday closures.
- In the absence of a member of the school admin team support where necessary.
- To assist with preparation and refreshments for staff, parents, governors and other stakeholders as directed.
- Ensure the staff kitchen is supplied with beverages for staff (tea, coffee, milk).

Pupil administrative support: General

- Assist with the current initiative to move towards paperless pupil records with the intention of reducing the administrative burden.
- Provide administrative support for school open days and prospective parent visits by liaising with SLT and parents to confirm appointments.

Pupil administrative support: Annual Reviews

- Responsible for creating Annual Review folders, populating the required paperwork, issuing reminders, and distributing Annual Review documentation to relevant professionals and family members before and after the Annual Review meetings for all students at Clarendon Riverside.

Pupil administrative support: Attendance

- Contact parents regarding pupil absences if the school has not been notified by the requisite time. Notify the Family Support Worker and class teachers of absences and record on Arbor.
- Notify school leadership if a child is at risk of becoming missing in education (3-days absence without parent/carer contact)
- Ensure that class teachers have completed morning and afternoon registers and chase omissions promptly.

Pupil administrative support: Transport

- Liaise with school transport personnel regarding children travelling to and from school-on-school transport.
- Maintain up to date list of children on school transport (including escort details) and pupils travelling independently.
- Liaise with transport, parents and staff regarding, school closures.

Pupil administrative support: Other

- To arrange medical assistance, as required, in dealing with sick children, notifying parents of sickness or accidents and arranging transport home, if necessary.
- Keep a record of medical appointments for pupils and email relevant teachers of forthcoming appointments. Saving the supporting documentation of the appointment electronically on the student's file in Arbor.
- Where applicable, to be responsible for the secure storage of pupil phones and valuables.
- Support with orders for pupil premium pupils' school uniform and PE kit sales.
- Trips, visits & school journeys - provide administrative support to each centre's educational visits coordinator (EVC) being responsible for completing the office actions detailed in the Educational Visits Procedure, adding dates to the diary, receiving and recording permission forms and payments, chasing parent payments, updating ARBOR and booking packed lunches with the kitchen.

Parent communications / support

- To work with SLT and Family Partnership Workers to develop parent communications.
- Notify parents of Term and Holiday dates and school events.
- Communicate with parents regarding online payments.
- Other communications as required.
- To provide administrative support for pupil related events including parent's evenings, school photos, dental screenings, hearing tests and vaccinations.

Staff Administration

- Act as a key point of contact for all staff on site, referring any HR matters to the central Trust HR Team.
- Liaise with Trust HR to ensure the relevant safeguarding checks have been completed for agency staff.

Staff induction (including agency)

- Familiarise new staff with office routines and procedures.
- Train new staff in use of photocopiers and office machinery.
- To greet and ensure agency staff ID is checked (if they are new to the school) and ensure that they are fully briefed on school procedures.

General Health & Safety

- Print Evacuation sheets for each class promptly and distribute them during an emergency. Ensure that pupils arriving after the evacuation cut off are recorded as present on Inventory.
- To be responsible for the admin iPad ensuring this is charged and ready for use in an emergency.
- Maintain displays of names and location of first aiders.
- To carry out the administrative requirements of Evacuation, Lockdown and Business Continuity procedures, as detailed in emergency plans and procedures.

Finance, supplies & facilities

- To be responsible for money handed in to the school office by parents, pupils and escorts ensuring that this is correctly labelled. Ensure that cash received is recorded accurately on ARBOR and maintain a weekly log of cash received for submission to the kitchen.
- Responsible for monitoring trips payments. - Promote the use of the online payments system and provide assistance to parents for online registrations.
- Responsible for monitoring and placing orders on the school finance system for central stock and stationery.
- Assist budget holders with placing orders on the school finance system.
- Check incoming deliveries and arrange for prompt distribution within the school to keep reception clear. Take appropriate action in the case of errors in delivery. Send delivery and good receipts notes to finance electronically.
- Manage secure use of school credit card(s), ensuring sign in and out, collation of receipts, reconciliation and support submission to finance.
- Manage petty cash in line with school policy, taking responsibility for accurate and secure handling of cash.
- Store and ensure secure dispose of confidential documents and data (other than pupil and HR)
- Photocopiers - day to day maintenance of MFDs including toner orders, engineer call outs, monitoring of usage and reporting to the SBM.
- Maintain supply of school and centre stationery as required.

GDPR

- Sign post staff to log GDPR related issues on the Trust GDPR platform.
- Subject access requests – assist with the collation of information as required.

Website

- To maintain the school website, posting updates as requested.

Continuing Professional Development

- In conjunction with the Line Manager, take responsibility for personal professional development, keeping up to date with research and developments related to school efficiency, which may lead to improvements in the day-to-day running of the school.
- Undertake any necessary professional development taking full advantage of any relevant training and development available.

Other professional requirements

- To maintain complete confidentiality at all times.
- To establish effective working relationships with all colleagues within the Trust.
- To assist colleagues, in school and within the Trust, in their duties in times of pressure.
- To use own initiative when necessary.
- To participate in the community life of the school and Trust.
- To set a good example in terms of personal presentation, attendance and punctuality.
- To undertake other duties as reasonably directed by the Senior Leadership.

This job description will be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the Trust in relation to the post holders' professional responsibilities and duties.

Person Specification
Post Title: AAT Admin & Support Assistant

The appointment panel will be looking for evidence that the candidate has demonstrated their ability to fulfill the criteria.

Please use the key below to identify which sources we will be looking at for the evidence that the criteria have been met.

A Application

I Interview

R References

	Source	Essential (E) or Desirable (D)
Education and Qualifications		
A good standard of literacy, oral and written with high attention to detail.	A, I	E
Achieved a qualification in English/literacy and mathematics/numeracy to at least Level 2 of the National Qualifications Framework.	A	E
Experience		
Previous experience of working in a school.	A	D
Experience of working in a wide-ranging administrative role in a busy environment.	A, I	E
Experience of following policies and procedures, challenging others about compliance.	A, I	E
Experience of planning and working on own initiative	A, I	E
Receptionist Experience.	A, I	D
Experience of developing effective relationships with fellow colleagues and in other services to ensure health and safety compliance.	A, I	D
Skills/Abilities/Knowledge		
A good knowledge of Safeguarding Children	A, I	E

A good knowledge of Microsoft Office and Google Office. Proficiency in Word, Excel, Outlook and PowerPoint.	A, I	E
Experience working with school's management information systems or other databases.	A, I	D
Understand the importance of confidentiality and sensitivity of information.	I	E
Personal qualities		
Good organisational approach and the ability to prioritise work to achieve deadlines using initiative.	A,I	E
Excellent time management skills and an ability to maintain a high standard of work under pressure.	A,I	E
Ability to establish and maintain effective working relationships at all levels.	A,I	E
Ability to work as part of a team and to be flexible in approach with willingness to work collaboratively.	A, I	E
Demonstrates a commitment to developing own performance through taking part in review exercises and training and development opportunities	A, I	E