JOB DESCRIPTION

Post: Administrative Assistant

Purpose and impact

To provide clerical, administrative and secretarial support to officers within a designated function, either in support of a designated officer(s) or to the team as a whole. To undertake general clerical, administrative and secretarial duties, working on own initiative as required.

Key responsibilities

- Undertake clerical and secretarial duties which may include word processing, arranging meetings, minute-taking, diary management, handling telephone calls and/or attending to visitors/students.
- Support the maintenance of data systems as appropriate by way of data input and/or extracting data to provide requested management and/or financial information related to areas of responsibility in compliance with GDPR.
- Maintain filing system, both manual and electronic, which may include information relating to the team.
- Undertake any clerical and administrative support duties specific to the post which may include updating spreadsheets, distributing questionnaires and ensuring pages on the website are up to date.
- Liaison with other staff, parents, outside agencies, contractors and visitors as a point of contact for the team. Providing advice as appropriate and/or referring enquiries to the relevant officer.
- Promoting and safeguarding the welfare of children and young people in accordance with the school's safeguarding and child protection policy.
- Responsible for ensuring data quality and as such the integrity of management information through the proper use and safekeeping of data and record systems both manual and computerised.
- Administer First aid as required following appropriate training
- Any other lesser or comparable duties as required at the discretion of Support Services Manager/Head's PA.

Supervision and management

- Reporting to: Head's PA/Support Service Manager
- The post may involve the day-to-day supervision of one or more members of staff as appropriate.

Resources

- Workstation and related IT/Office equipment.
- Responsible for ensuring data quality and as such the integrity of management information through the proper use and safekeeping of data and record systems both manual and computerised.
- The post holder may have some responsibility for small items of equipment or cash.

Working Environment

- Working in a busy office with frequent use of IT equipment. Work is subject to interruptions to deal with queries from operational managers, staff and frequent interruptions from students. The post will involve taking (and making) telephone calls from staff, parents, outside agencies and members of the public.

- There may occasionally be work content of a sensitive/distressing nature particularly in teams involving direct contact with service users.
- Work involves keyboard/computer work but with regular opportunities for breaks away from the computer
- Restricted space
- Occasionally processing heavy loads of incoming/outgoing mail.

Safeguarding Responsibilities for this post

Safeguarding responsibilities associated with this role may include engagement in regulatory activity, such as administering first aid. It will have regular contact with young people on a day-to day basis. SAST is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The successful candidate will have to meet the person specification and the post is subject to safeguarding checks, including an enhanced DBS check and Children's Barred List check. The post is exempt from the Rehabilitation of Offenders Act 1974 and the amendments to the Exceptions Order 1975, 2013 and 2020.

PERSON SPECIFICATION

Criteria	Essential or Desirable
Qualifications/training/registrations Required by law, and/or essential to the performance of the role	
Minimum of 5 GCSEs at Grade C/Grade 4 or above including English and Mathematics, or equivalent ability evidenced from ability testing	Essential
Good standard of numeracy and written literacy skills	
NVQ 3 or equivalent in Administration	
First Aid Level 3	
Experience	
Relevant and transferable experience in an administrative role, using computerised systems.	Essential
Experience of customer service and IT skills	
Experience of using a range of IT systems, including Word, Excel, email and MIS	
Experience of working in a team	
Previous experience of working in a large organisation or local authority	Desirable
Previous experience in a similar function	
Previous experience of customer care	
Previous experience of financial/data administration	
First Aider	
Skills, abilities & knowledge	
Knowledge of office practices and computerised systems including MIS.	Essential
Knowledge of a range of IT systems, including Word, Excel, email and databases.	
Computer literate	
Good written/spoken English	
IT skills including accurate keyboard skills	
Good interpersonal skills.	
Ability to work with minimum supervision and to use initiative.	
Ability to build and sustain good working relationships	
Ability to communicate effectively, orally and in writing.	
Ability to retain information and produce accurate/quality work.	
Ability to organise own workload effectively, prioritising tasks and working to defined deadlines.	
Ability to work under pressure.	
Apply confidentiality to all information handled.	
Ability to take accurate notes of meetings and produce minutes.	Desirable
Understanding of the work of Schools	
Understanding of policy, legislation and developments in education	
Other	
To be flexible with an adaptable approach to work.	Essential
To undertake training as required.	
To be flexible with an adaptable approach to work.	