

SILS Job Description

Job Title:	Reception / admin assistant	School Name:	Southwark Inclusive Learning Service
Grade and Range:	Hay grade 5 scp 16 - 23	Hours:	Full time (36 hours/ week)
		Working Pattern:	Term Time only
Reports to:	Senior Admin Officer	Supervises:	None

Purpose: To act as Receptionist and Admin Assistant in the school office, and assist in the provision of an efficient administrative and clerical support function for the school

1. Providing reception and switchboard support to the school.
2. Providing clerical support and be responsible for assisting in the smooth running of the school office.
3. To assist in the maintenance of the schools computerised databases of pupil and staff information.
4. To provide administrative support to SLT, senior admin officer or office manager

Principal Accountabilities:

1. Providing reception and switchboard support to the school, including:

- Receiving, signing in and dealing with or directing pupils, parents and other school visitors as appropriate
- Operating the school's main switchboard, transferring calls, or taking and delivering messages as appropriate.

2. Providing clerical support and assisting with smooth running of the school office, including:

- Ensuring that attendance registers are collated each morning and afternoon,
- Receiving and sorting incoming mail for delivery to appropriate staff
- Recording, stamping/franking and posting outgoing mail
- Liaising with the Office Manager relating to work to be undertaken by the office
- Deputising for the Office Manager in relation to the above duties, in her/his absence.
- General word processing and production of letters for parents and students, as directed.
- Ensuring that accurate student records and files are maintained

3. Assisting in the maintenance of the various school computerised databases of pupil and staff information, including:

- Maintaining the school's database of pupil attendance records, liaising with teachers, senior staff, tutors and the Education Welfare Officer as appropriate
- Providing assistance with other information databases during the busiest times of the year

4. To provide administrative support to the school's SLT, including:

- Assisting members of SLT in all aspects of their role, including contacting parents and pupils where necessary,
- In liaison with the senior admin officer, maintaining a confidential filing system

General Statements

- Required to carry out all reasonable duties and responsibilities of the post in accordance with the Schools' policies and procedures and standing orders.
- Enactment of Health and Safety requirements and initiatives as appropriate
- All employees are required to declare any conflict of interest that may arise before or during their employment.
- Any outside activities, either paid or unpaid, must not in the view of the School conflict with or react detrimentally to the Authority's interest, or in any way weaken public confidence in the conduct of the School's business.
- Undergo and meet school conditions for a satisfactory enhanced CRB check.
- Must comply with all equality legislation, policies and procedures; actively promote ways of eradicating and challenging racism, prejudice and discrimination through the School's policies and procedures.
- To have due regard for safeguarding and promoting the welfare of children and young people, and to follow the child protection procedures adopted by the Southwark Safeguarding Children Board.
- Being aware of responsibilities under the Data Protection act for the security, accuracy and relevance of information held and maintained.
- Treating all information acquired through your employment, both formally and informally, in strict confidence
- To demonstrate a commitment to good customer care.
- Use all IT equipment only for work purposes.
- Any other duties of an appropriate level and nature will also be required.

To contribute as an effective and collaborative member of the School Team

- Participating in training to be able to demonstrate competence.
- Participating in first aid training as required.
- Participating in the ongoing development, implementation and monitoring of the service plans.
- Contributing in meetings and being a supportive member of the school team.

The job description encompasses the above statements, but the reception / admin assistant should be willing to undertake any other tasks which the Head teacher might reasonably require.

PERSON SPECIFICATION: Reception / Admin Assistant

		Essential (E) or Desirable (D)	How assessed (A / I / T)
Knowledge / qualifications:	<ul style="list-style-type: none"> ▪ Level 3 qualification or equivalent ▪ Excellent numeracy / literacy skills ▪ A sound knowledge of computer databases. ▪ Knowledge of co-ordinating and delegating the work of a team. ▪ Up to date knowledge of school management information systems e.g. SIMS 	D E E D E	
Experience:	<ul style="list-style-type: none"> ▪ Experience of administration in a similar public sector environment. ▪ Experience of school staff and pupil databases 	D E	
Aptitudes, skills and competencies:	<ul style="list-style-type: none"> ▪ Excellent telephone manner. ▪ Excellent written and oral skills. ▪ Excellent interpersonal skills. ▪ Ability to work as an effective team member ▪ Ability to communicate with care and discretion with persons at all levels. ▪ Ability to work pro-actively to achieve efficiency and effectiveness of a team of staff. ▪ Ability to organise one's own tasks with minimum supervision 	E E E E E E E	
Special conditions:	<ul style="list-style-type: none"> ▪ Governed by the National Agreement on Pay and Conditions of Service, supplemented by local conditions as appropriate. ▪ Motivated to work with children & young people. ▪ Ability to form appropriate relationship & personal boundaries with children & young people. ▪ Emotional resilience in working with challenging behaviours ▪ Appropriate attitudes to use of authority & maintaining discipline. ▪ The post holder may be required to work outside of normal school hours on occasion, with due notice. ▪ To undergo an enhanced CRB check – individuals on the ISA barred list should not apply. ▪ Flexibility to work across two sites 	E E E E E E E	