

<b>Job title</b>	Administrative Assistant	<b>Job family</b>	Education
<b>Reporting to</b>	Business Support Services Manager	<b>Job code</b>	EDC/046
<b>Location</b>		<b>Evaluation Date</b>	13/02/2014

**Main Purpose**

Required to provide efficient, professional and effective administrative and secretarial support within the school.

**Key Accountabilities**

**Quality**

1. Assist Administrator in providing efficient and effective administrative and secretarial support to the school; including document and report production, telephone enquiries, diary management, payroll input meeting and greeting visitors and other administrative tasks as appropriate.
2. Handles external and internal enquiries, recognising the level of importance of particular enquiries or issues and applying the appropriate prioritisation. Passes issues and enquiries on for appropriate action to ensure the highest level of service.
3. Ensures that all information and documentation is correctly processed in line with policies and procedures in order that regulatory, statutory, compliance and financial requirements are met. Maintains the audit trail ensuring up to date and accurate information can be provided or accessed as required.
4. Assists in updating staff and pupil records on central and local database systems, ensuring accuracy of all data input.
5. Ensures the effective operation of delegated administrative processes and procedures.

**Innovation**

6. Seeks to improve processes and the general ebb and flow of information so that the division can operate efficiently.

**Value**

7. Ensures the services and support provide offers good value for money and supports the overall aim of the site.

## Knowledge & Skills

The role holder should be educated to GCSE level or equivalent standard, with a high level of English and numeracy. The role holder should also possess excellent keyboard and PC skills with a basic level of proficiency for the standard range of office applications such as word and excel. The role holder will have exceptional organisation, reception and clerical skills.

## Experience

Experience within an administrative, customer service, educational or other appropriate background.

## Autonomy & Impact

Organises and prioritises own work within established procedures, but refers more complex issues to the appropriate manager.

## Intelligent Problem Solving

Generally, the role holder will work within existing procedures and processes; however, there will be the need for a flexible approach to problem solving.

## Responsibility

### Staff

Occasionally required to advise less experienced colleagues.

### Budgets & equipment

No budget or financial responsibility. However the role holder will have responsibility of monitoring the reducing budget and feeding back any queries to the Principal.

### Informatics

Responsible for the security, confidentiality and accuracy of data, information and systems.

## Communication & Interaction

Communications will regularly require some judgement, as information will need to be gathered and exchanged to facilitate administrative processes and relationship management. The range of communications within this role can be emotionally and physically demanding. The range of priorities and deadlines will also put demands on the role holder.

## Working environment

The problems faced by pupils may present difficult and challenging situations, which may heighten the physical, sensory and emotional demands of the role.

## Special Features

The role holder may be required to undergo certified and mandatory training.

## Upholding Company Values

Competency	Req'd Level	Descriptors
<b>Quality - Of care, treatment, of facilities and of staff</b>	<b>2</b>	<ul style="list-style-type: none"> <li>✓ Checks quality of own work</li> <li>✓ Follows procedures</li> <li>✓ Corrects errors and mistakes</li> <li>✓ Complies with relevant regulatory and statutory requirements</li> </ul>
		<ul style="list-style-type: none"> <li>✓ Double checks accuracy of own and work of others</li> <li>✓ Carefully monitors and checks the accuracy and quality of others' work</li> <li>✓ Values the input and expertise of colleagues</li> <li>✓ Keeps clear, detailed records and files</li> </ul>
<b>Innovation - Being forward thinking and thought leaders</b>	<b>1</b>	<ul style="list-style-type: none"> <li>✓ Adapts new services already introduced in other areas within the group</li> <li>✓ Amends these services to suit the needs of the local service</li> </ul>
<b>Value - Due to transparency and flexibility</b>	<b>1</b>	<ul style="list-style-type: none"> <li>✓ Prices services in line with local needs</li> <li>✓ Reacts to local feedback regarding pricing of services</li> </ul>