



Admin Assistant Role Profile

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Salary Range:	Poole Grade C (SCP 3 – SCP 4)
Accountable to:	Headteacher/Deputy Headteacher
Place of Work:	Hillbourne Primary School
Hours:	35 hours per week, Monday to Friday, 38 weeks per year

Role Remit:

At Hamwic Education Trust (HET), our Admin Assistant's, under the direction of the Headteacher / Office Manager are responsible for:

- Providing an efficient and effective receptionist facility to ensure the smooth operation of the school office.
- Providing secretarial, clerical and general administrative support for the school as required.

Main Responsibilities:

- To ensure the effective operation of the reception area including welcoming and assisting visitors to the school in accordance with security procedures, taking and directing telephone calls and communicating information clearly and in a timely manner.
- To act as a first point of contact for parents/carers, pupils and visitors to the school and provide effective assistance with any enquiries made at the reception point, by resolving or redirecting queries and giving advice where appropriate.
- To deal with the receipt and distribution of deliveries.
- To sort and distribute mail.
- To provide a general administrative and clerical service including filing, emailing, scanning and photocopying.
- To monitor and maintain the reprographics provision, calling out the service engineer as required.
- To organise hospitality including room set up and booking catering and refreshments, including ordering of supplies for staff room requirements.
- To provide first aid, dispense medication & maintain records as appropriate. Re-order and replenish stock as required.
- To use ICT systems to contact parents/carers as directed by the Head Teacher or School Administrator.
- To collect and count money from pupils and parents.
- To maintain and manage accurate student records

- To implement school attendance policy by monitoring daily registers, reporting to staff and outside agencies as appropriate and making first day phone calls.
- To maintain school communication systems including, for example, the school website, noticeboards, Google calendar, staffroom diary and weekly bulletin.
- To maintain appropriate levels of stationery across the school.
- The post holder may be required to assist in the organisation and administration of school services such as arranging dates for school photographs, visits by health professionals, free school meals and hot meals.
- The post holder may be required to make contact with parents on a range of non-contentious issues and act as a point of first contact for parents and carers and prospective parents and carers.
- To ensure that sensitive information is treated with discretion and that confidential information is treated in compliance with General Data Protection Regulations and relevant procedures.

Other Duties

- Being aware of and working in accordance with the school's policies and procedures.
- Support the school's fire and emergency procedures by being familiar with the instructions for staff and children, located in all the teaching areas, and take appropriate action should the need arise.
- Support the school's first aid procedures by taking any immediate action to attend to sickness or accidents, summoning relevant assistance when needed, and reporting accidents/injuries witnessed to the identified First Aider.
- Respecting confidential issues linked to home, other pupils, teachers, work or school, keeping confidences as appropriate, and acting on these matters as directed by the teacher.
- Participating in the school's appraisal and employee development procedures.
- Attend staff meetings, INSET days, relevant training and development opportunities and contribute to school development.

1. Work Environment

- This is primarily a office-based role. Postholders will work as members of the office and school teams.
- The role holder may be required to exert moderate physical effort, for example periods of crouching/bending to engage with pupils. There may be an occasional need to move some deliveries of food or office supplies.

2. Safeguarding:

The post is subject to an enhanced DBS check and satisfactory references. The post holder is expected to demonstrate a strong commitment to safeguarding and promoting the welfare of children and young people, and to follow HET and the schools' safeguarding and child protection policies. They must ensure a safe working environment for pupils and staff alike and comply with HET health and safety policies.

Hamwic Education Trust is committed to promoting equality, diversity and inclusion and welcomes applications from all sections of the community.

Other Duties:

At an appropriate level, according to the job role, grade and training received, all employees in HET are expected to:

- Support the vision, ethos and strategic aims of HET and participate to the one team approach, All About the Child and What About Sam?
- Attend and contribute to staff meetings and training days as required and identify areas of personal practice and experience to develop.
- Take appropriate responsibility for safeguarding and children's welfare and be aware of confidential issues linked to home/child/teacher/academy and keep confidences appropriately.
- The post holder at all times, whether or not in the employ of our schools or HET and except where such information is in the public domain maintain the strictest secrecy with regard to the business affairs of our schools or HET and its customers/stakeholders, products and product lists.
- Be aware of health and safety issues and act in accordance with the Health and Safety Policy.
- To liaise with other staff, contractors and outside agencies/organisations as appropriate.

The post holder may be expected to carry out duties other than those given in the job description where the level of responsibility is similar, and they have appropriate qualifications or received appropriate training to carry out these duties.

Manager Signature:

Employee Signature:
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Date:



Admin Assistant Person Specification

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Specification Area	Description	Essential (E) / Desirable (D)
Skills, Knowledge & Aptitude	Excellent verbal and written communication skills	E
	Excellent customer service skills and ability to act as a professional first point of contact for parents, pupils and visitors	E
	Good organisational and administrative skills	E
	Ability to prioritise a busy workload and meet deadlines	E
	Ability to work independently and use own initiative	E
	Ability to work effectively as part of a team	E
	High level of accuracy and attention to detail	E
	Good keyboard and IT skills	E
	Ability to handle confidential and sensitive information with discretion	E
	Ability to communicate effectively with a range of stakeholders	E
	Ability to deal with interruptions and changing priorities in a busy school office	E
	Ability to maintain accurate records and data	E
	Knowledge of Microsoft Office (Word, Excel, Outlook) and other office technology	E
	Knowledge of school administration systems and procedures	D
	Knowledge of pupil attendance procedures	D
	Knowledge of website or communication platform administration	D
	Knowledge of GDPR and data protection requirements	D
	Knowledge of safeguarding procedures within an educational setting	E
Qualifications & Training	5 GCSEs (Grade C/4 or above) including English and Mathematics, or equivalent qualifications/relevant experience	E

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	Business Administration qualification (NVQ/RSA Level 2 or equivalent)	D
Experience	First Aid qualification	D
	Willingness to undertake First Aid training	E
	Recent experience of reception, clerical or administrative work in a busy environment	E
	Experience of dealing directly with customers, parents or members of the public	E
	Experience of working in a school or educational setting	D
Personal Attributes	Experience of maintaining databases and records	
	Experience of handling cash and processing payments	
	Professional integrity and confidentiality	
	Positive, self-motivated and proactive approach	
	Good interpersonal skills	
	Commitment to equality, diversity and inclusion	
	Commitment to safeguarding and promoting the welfare of children	
	Flexible and adaptable approach to work	
	Emotional resilience and ability to remain calm under pressure	
	Commitment to continuous professional development	