

Woodcroft Primary School
Office Assistant – Level 2 Job Matrix
Person Specification and Job Description

Job Description

Purpose

To provide a range of administrative and organisational support services for the school.

This will include:

- reception duties to the school
- secretarial support
- administrative duties

**Key
accountabilities**

Acting as receptionist; greeting, registering and assisting visitors and guests

Deal with face-to-face enquiries and answer routine telephone calls

Provide general administrative support including clerical processes, word processing, data inputting

Maintain and collate pupil reports, produce lists/information/data as required such as pupils data

Maintain manual and computerised records/management information systems

Operate relevant office equipment and information management packages, such as student

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databases, staff databases, data inputting, word processing, photocopying, etc.

Provide administrative support for meetings and take notes at meetings

Undertake basic financial administration such as processing orders and monitoring online parent payment portals

Monitor stock and process orders

Organise arrangements for visits to the school

Assist with updating and maintaining administration inventories, such as inventory of school assets, inventory of curriculum resources

Undertake the administration of DBS checks

Undertake monitoring of pupil attendance

Assist with promotion of the school, such as open evenings and parent visits

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Flexibility

The jobholder may be required to carry out other reasonable duties commensurate with the grade, as requested by line manager.

This job description is not exhaustive and may change as the post or the needs of the school develop. Such changes will be subject to consultation between the post holder and their manager and, if necessary, further job evaluation.

Person Specification

**Knowledge,
training &
experience**

Educated to NVQ level 2 / GCSE Grade A-C or equivalent knowledge and experience

Relevant administrative experience

Knowledge of Data Protection, Safeguarding and confidentiality issues

Awareness and understanding of school policies and procedures

Able to use office equipment, such as photocopiers, printers, laminators etc.

Proficient user of MS Office / G-Suite software

Undertake training as required inc. first aid training

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**Planning,
organising and
controlling skills**

Work within the school policies and procedures organise, plan, and deliver work that is usually completed in the short term

Provide a range of administrative and organisational and/or secretarial support services for the school for example liaising with pupils, parents/carers, undertaking word processing and data inputting tasks including operation of relevant equipment and ICT packages, such as student databases, staff databases

Use of analytical skills for monitoring and analysis of information and data

Undertake stock checks and the ordering of supplies/materials

Provide basic first aid services

**Communicating &
influencing skills**

Deal with face-to-face enquiries and answer telephone queries, take messages and direct calls to other staff as appropriate

Build and maintain effective working relationships with colleagues and other agencies as required to ensure the appropriate level of service is provided

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Initiative and innovation skills	Establish and maintain effective and constructive relationships with pupils, parents and carers, communicating with them as appropriate to share information, and inform them of school business through daily contacts and written communications
	Undertake reception duties including dealing with visitors as required using courtesy, tact and diplomacy
	Work within school policies and procedures using initiative to prioritise tasks and organise own workload
	Show autonomy to choose most appropriate procedure to complete task
Budget accountability	Use judgemental skills to identify and resolve problems, such as visitor/reception enquires, invoice discrepancies, dinner money queries etc.,
	No direct budget responsibility but carry out processing of invoices and/or recording of financial records
Staff accountability	No staff supervision

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Physical effort	Normal office requirements including taking delivery and storing of stock and consumables as required
Work environment	<p>The job is based in an office environment within a school</p> <p>Possible exposure to occasional verbal abuse and/or challenging behaviours from pupils and/or parents/carers who may become upset at the situations they find themselves in.</p>