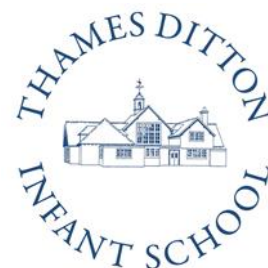


Job Description: Office Assistant



Job Family Code	3CLES	Reports to	Office Manager
		School	Thames Ditton Infant School
Grade JE Band	S3 114-134	Service	Administrative
		Date Created	Sept-26
Role Purpose	To provide an efficient, professional and responsive administrative support as a member of the school office team, supporting the effective day to day operation of the school. Key deliverables include: • Reception and first point of contact: provide a professional, welcoming and responsive reception service dealing with emails, phone calls, visitors, parents, pupils and external agencies, ensuring schools safeguarding, security and health and safety procedures are followed; • General administration: undertake administration duties including attendance, communication, correspondence, data entry, preparation and formatting of documents, processing of routine forms, photocopying, filing, supporting updating the website and the smooth running of the school office; • Records and information management : Accurately maintain and update manual and computerised records and management information systems ensuring accuracy of information held; • Resources and supplies: Maintain orderly and secure storage of supplies, monitor stock and support the ordering and receipt of supplies as required; • Pupil administration and welfare: act as the first point of contact for pupils who are unwell or require assistance, providing first aid and/or welfare support, liaising with parents, carers and staff to ensure relevant information is communicated and recorded; • School meals: Support the administration and smooth operation of school meal arrangements, including communicating relevant information to catering staff and providing appropriate support during lunchtime arrangements when required; • Support School Leadership: undertake routine administration tasks as required to support School Leadership Team.		
Representative Accountabilities	<u>Analysis, Reporting & Documentation</u> • Maintain accurate and up-to-date electronic and paper based school records. • Undertake routine administrative tasks including data entry, responding to emails, sorting and distributing mail, photocopying and filing.		

	• Process routine financial and administrative documentation including orders, invoices and other relevant paperwork, checking for accuracy, seeking authorisation as necessary, to facilitate efficient processing of financial and other information. • Prepare and distribute documentation to achieve an efficient and timely turnaround. • Collect, record and process monies in accordance with school financial procedures, maintaining records and escalating discrepancies or concerns to the School Business Manager. • Handle confidential and sensitive information appropriately and securely in accordance with school policies and relevant data protection legislation. <u>Service Delivery</u> • Carry out administrative and support activities to contribute to the efficient running of the school office. • Receive and respond to routine enquiries, escalating those outside your knowledge, or are complex, sensitive or safeguarding related promptly. <u>Planning & Organising</u> • Make routine administrative arrangements and bookings in line with procedures in a timely manner. • Assist with preparation of materials and administrative arrangements for school events, meetings, trips, activities, clubs and other operational arrangements or activities. <u>Finance/Resource Management</u> • Follow school financial policies and procedures when processing orders and invoices to ensure adequate resources are available. • Maintain accurate records, reporting shortages, discrepancies or other issues promptly. • Receive and check deliveries and ensure supplies stored securely and appropriately. • Support the efficient use of school resources. <u>Reception and Working with Others</u> • Provide a courteous, professional welcome to visitors at school. • Ensure all visitors follow the school's identification, sign-in, safeguarding and security procedures. • Report concerns relating to visitors, security or the safety and welfare of pupils promptly. • Respond calmly and professionally to routine situations within school seeking appropriate assistance or escalating where required. • Receive and distribute paper and electronic correspondence, prepare outgoing communications in a timely manner. • Maintain professional boundaries and appropriate confidentiality when dealing with pupils, families, staff and external organisations. <u>Duties for all</u>
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	Values: Uphold and demonstrate the school's expected values and behaviours contributing positively to the schools culture and community. Equality & Diversity: Work inclusively and respectfully, with pupils, parents/carers, colleagues and other stakeholders promoting equality of opportunity and treating everyone with dignity and respect. Health, Safety & Welfare: Comply with health, safety and welfare procedures, taking reasonable care for the health and safety of your own and that of others. Reporting hazards, incidents or concerns. Safeguarding: Recognise safeguarding is everyone's responsibility. Comply with all school safeguarding policies, procedures and reporting requirements. Promptly report safeguarding concerns or disclosures in line with the school policy and procedures. Confidentiality and Data Protection: Handle pupil, parent/carers, staff, financial and other personal or sensitive information appropriately and securely. Maintain confidentiality and comply with school policies, information security requirements and relevant data protection legislation. Maintain appropriate confidentiality and comply with school policies and relevant legislation. Professional Development: Participate in relevant training and professional development and remain willing to learn and use new systems, procedures and ways of working. Other Duties: Undertake other reasonable duties consistent with the responsibilities and level of the post as required to support the effective operation of the school.
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Person Specification:

Office Assistant

		Essential	Desirable
Qualifications	English and Maths GCSE level or equivalent.	Y	
Experience	Experience of school administrative functions.		Y
	Experience of finance administration		Y
Skills and Knowledge	Excellent literacy and numerical skills	Y	
	IT skills – Use of Microsoft Word and Excel	Y	
	IT Skills – Familiar with school management information and communication systems including the use of SIMS/ FMS6, Inventory.		Y
	Excellent administrative skills.	Y	
	Ability to manage a varied workload work to deadlines.	Y	
	High level of accuracy and attention to detail	Y	
	Ability to manage time efficiently demonstrating the ability to prioritise important or time critical tasks.	Y	
	Understand the importance of confidentiality and data protection.	Y	
Personal Qualities	Excellent communicator, being able to build successful relationships with pupils, staff, parents and professional outside of school.	Y	
	Ability to remain calm and professional when dealing with challenging or sensitive situations	Y	
	Reliable, approachable, professional, adaptable and willing to learn	Y	
	Commitment to promoting the ethos and values of the school.	Y	
	Commitment to safeguarding and promoting the welfare of pupils.	Y	