

Job Description



This job description may be amended from time to time dependent on job requirements and Service provision.

Section A

Post Title: Administrative Assistant

Location: Raploch Primary School

Reports to post (Title): Headteacher

Service: Education

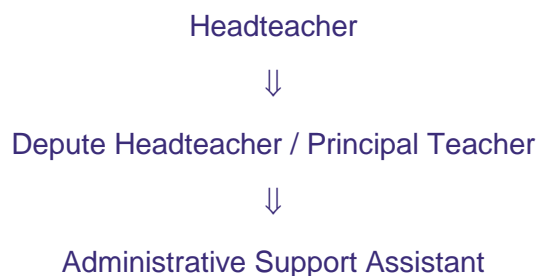
Grade: 5

Eval Ref:

Date: August 2022

Section B

Organisational Relationship



Section C

Principal Purpose and Objectives

This section lists the main (headline) responsibilities/accountabilities of the job.

- To contribute, as part of a team, to the effective and efficient delivery of a high quality and responsive administrative school support service.
- To assist in the day-to-day operation of the school and devolved management procedures.

Section D

Main Duties and Responsibilities

This section provides detail of the main responsibilities/accountabilities. Individual tasks may be included. Note these are illustrative only and are not exhaustive.

The postholder will be required to demonstrate a high level of initiative, taking responsibility to enable efficient and effective service delivery. The postholder's responsibilities will focus on developing, creating, improving, and providing direct support to the Headteacher and Senior Management Team and administrative support to school while managing own workload and responding to changing service need.

(Reception for Establishment)

- First point of contact via telephone, email or in person – finding solutions to calls, taking and relaying messages and signposting.
- Provide an effective and secure customer focused enquiry/reception service for all visitors, staff, pupils, parents and other professionals which can be at times complex and of a confidential nature, ensuring appropriate responses are provided and that enquirers are kept apprised.
- Communication daily with staff, pupils, parents and visitors being aware that some may rely on alternative methods of communication, for example those who are hearing impaired.
- Maintaining attendance and visitor registers on a daily basis, requesting visitors sign in appropriately, checking for ID
- Dealing with deliveries.

- Showing visitors round the school/nursery as and when required.

(Administration)

- Supporting Headteacher and Senior Management team providing flexible and comprehensive administrative support and assistance involving activities such as word processing of correspondence, reports and policy documents, scheduling and minuting meetings, maintaining and updating records management systems, collating annual returns, archiving records, preparing information to contribute towards statistical returns, managing mail, recording and receipting of cash, photocopying and filing.
- Using the Council's financial systems to assist with monitoring DSM income and expenditure, including e-procurement and e-purchasing. This involves sourcing and purchasing materials and equipment, receipting, data input/resolution of queries/abnormalities, coding of invoices for authorisation, checking accuracy in accordance with Council procedures on a daily basis.
- Be responsible for and provide an efficient and secure clerical/banking service in respect of all school monies ie cash handling and processing associated paperwork in line with Stirling Council's Financial Regulations
- Responsible for ordering school meals and monitoring of school meals IT system for payments, informing management of issues and contacting parents/carers re arrears
- Hand-on responsibility for implementing repayment schedules with parents and carers for other outstanding funds.
- Imprest
- Be responsible for all operational aspects of the School Fund ensuring reconciliation with bank accounts and annual end of year procedures.
- Input and extract data using a range of electronic systems such as SEEMIS, ParentPay; in particular, in relation to personal, financial and statistical information in accordance with the Council's policies on data protection and information security (GDPR).
- On a daily basis responsible for checking school MIS for registration & subsequent follow up of pupil absence
- Administrator for Council specific systems such as GLOW and CPD Manager, maintaining records and resetting passwords
- Managing school admissions process following Council policies & guidelines
- Maintaining and allocating stocks of stationery
- Collating and updating school/nursery inventories
- Assist in the arrangement of staff supply cover, associated workflow and processes and assisting in the production of monthly returns.
- Liaise with other Stirling Council staff as required on a range of issues including payroll, HR, information systems/technology and contracts services.
- Assist teachers when booking school excursions ensuring all appropriate administrative functions are completed while negotiating best price.
- To deal with emergency situations as per procedures and summon emergency assistance if necessary, notifying the appropriate person(s) as soon as possible.
- Use of Council repairs system to report repairs and request remedial action, liaising with contractors and checking completion of works.

(Other)

- Adhere to Stirling Council's Health and Safety policies and procedures.
- Undertake on-going training and development as identified in personal development plan and service improvement plan, sharing best practice with others in relation to own role, Council processes and use of ICT within school.
- Adhoc supervision of children when sick, awaiting pick-up etc.

- Undertake any reasonable request commensurate with the grade of this post as requested by Headteacher.

Section E

Responsibility for Physical Assets, Data and Finance

This section details responsibility for **physical assets**, eg. vehicles, buildings, stock control / procurement, **data**, eg computers, record keeping, **finance** eg. budget holding / monitoring / cash handling.

- To follow Council policy on use of Council equipment.
- To maintain accurate and up-to-date records using computer based and manual systems for example banking, time sheets and purchases.
- Handling/processing information which may be of a personal, confidential or commercially sensitive nature, e.g. creating and updating manual and electronic files or records, entering data on management information systems, or validating information for accuracy and quality assurance purposes.
- To adhere to the overall Service procedures, guidelines and protocols.
- Cash handling, cheques, etc. on a regular basis. Cash reconciliation or processing financial documents, for example processing invoices, raising invoices on an ad-hoc basis, keeping detailed records and compiling financial reports on grant funding etc.
- To adhere to GDPR when handling confidential information.
- To accurately use appropriate IT packages
- Secure entry/exit

Section F

Communications Skills

This section notes examples of the individuals or organisations with whom the post holder will come into regular contact, and explains the nature of the communication and level of skill required by the post holder.

The post holder must possess excellent written and oral skills.

Internal Stakeholders:

- Headteacher & Senior Management Team, staff within school/nursery, Janitor/Caretaker, Cook, Assistant Cook.
- Staff within Raploch Community Campus.
- Children and young people, some of whom may not have English as their first language.
- Other Stirling Council teams such as e.g. HR, Payroll, ICT, Finance, ASN, Speech and Language, Educational Psychologists.

External Stakeholders:

- Parents and Carers, general public, local schools, other education providers, community groups, some of which may not have English as their first language.
- External agencies such as HMIE and NHS.

Section G

Mental Skills

This section details the level of problem solving, analysis, creativity, forward planning/scheduling required.

- Ability to prioritise tasks as required maintaining a balance between reception cover and administrative tasks.
- Ability to forward plan own workload around constant interruptions and conflicting demands to ensure service delivery
- The postholder will assess or appraise information and use judgement to resolve routine or ad hoc problems or situations, generally by following established practices.
- Occasionally the postholder may require to provide advice and support to services users and colleagues.
- The postholder will analyse information or problems and contribute to the development and implementation of plans, systems and business improvement processes.
- The postholder will work to standards and procedures, demonstrating confidentiality, initiative, commitment and flexibility necessary to meet deadlines, timescales and manage competing priorities.
- The postholder will require to deliver high standards of customer service at all times.
- Ability to work to deadlines and work collaboratively with others.
- Using one's own initiative and problem solving to assess situations.
- Flexible approach to work to forward plan/schedule their own workload.
- Good ICT skills.

Section H

Working Environment and Physical Effort

This section details the predominant physical environment of the job e.g.

Indoor/outdoor working, hazardous conditions, plus any specific physical effort. Any need for out of hours working will be noted.

The postholder will be required to work to standards and procedures providing support to the management team, demonstrating the commitment and flexibility necessary to meet deadlines and deliver required outputs.

- The post is primarily office based within school or nursery.
- The jobholder is required to be office based in public-facing reception/office.
- The postholder may be required occasionally to lift and carry boxes of files and other deliveries.
- The jobholder is required to liaise with service users and community members, some of whom may have additional support needs and who may, at times, present behaviour which is challenging and this is managed through ongoing risk assessments; training and local procedures.

Section I

Knowledge and Skills

This section details the knowledge and skills including any qualifications, specific training or experience required.

Essential Criteria:

- Excellent interpersonal and customer care skills with a range of colleagues, pupils, families and carers, other Council Services, external agencies and the general public.
- Excellent organisational and time management skills.
- Excellent verbal and written communication skills
- To be accountable, responsible and able to work to own initiative.
- Flexibility to deal with often conflicting demands and deadlines
- Good literacy and numeracy skills as typing cash handling, finance and word processing are important facets of post.
- A relevant qualification and / or work experience relevant to the post
- Experience in providing good customer care
- Good ICT skills to produce accurate and attractively presented work.
- Discretion and Confidentiality.
- Good analytical and problem solving skills
- Ability and willingness to learn new tasks and skills, undertaking training as required
- Willingness to undertake PVG check.

Desirable Criteria:

- Aware of needs and rights of vulnerable people and relevant legislation.
- Awareness of Data Protection Legislation (GDPR).