

Grading

Job Description and Employee Specification

<u>Job title:</u> Clerical Assistant	<u>Service area:</u> Education, Learning and Achievement
<u>Post number:</u> S2907	<u>Division:</u> Schools
<u>Grade:</u> Grade 2 (SCP 2)	<u>Section/team:</u> Crosby Primary School
<u>Overall purpose of job:</u> To provide effective, efficient clerical support under the direction of the Business Manager.	
Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility.	
Main Responsibilities: 1. Providing secretarial, clerical, typing and computer support: • Types letters, memoranda • Answers routine enquiries from staff, pupils, parents and the general public • Performs switchboard and reception duties • Files, updates and retrieves information manually and electronically • Prepares and answers routine correspondence • Records and posts all outgoing mail (mail includes electronic mail and texts) • Photocopying • Delivering Messages • Distribution of Internal Mail 2. Collection of monies and accounting for any payments through ParentPay. 3. Taking receipt of stock deliveries and informing relevant staff. 4. Escorting visitors and pupils around school. 5. Maintenance of pupil records (including attendance records and registers), both paper and electronic. 6. Any other duties deemed appropriate within the grade.	

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Knowledge, Skill and Experience Required:

- Basic administrative skills.
- Ability to answer routine enquiries by telephone and face to face.
- IT skills – inputting and retrieving data.
- Good organisational skills.

Creativity and Innovation:

Post holder will work to policies and procedures as stipulated by the school and legal requirements under the supervision of the line manager

Occasionally there may be a need to problem-solve when dealing with routine problems

Decision Making:

Works within general defined guidelines but may be required to use judgement and discretion in dealing with non-routine matters for which there may not be a readily available precedent. There will always be advice available and any problem resulting from a decision could be easily remedied.

Contacts and Relationships:

The postholder will come into contact with pupils, parents, teachers, visitors to the school both from the LA and outside agencies and contractors.

Responsibility for Resources: (to include approximate value, sole or shared responsibility, and for what percentage of their working hours)

Shared responsibility for office equipment/personal computer/photocopiers.

Shared responsibility for cash collections for fundraising and payments on an ad hoc basis.

Responsibility for safekeeping and confidentiality of pupil records

WORK ENVIRONMENT**Work Demands:**

Based in a busy reception office, interruptions to administrative work will be part of the daily routine.

All school staff are expected to:

Maintain confidentiality according to organisation and legal requirements

Uphold school policies, routines and codes of conduct as set out in the staff handbook or other documentation made available to staff

Undertake other such reasonable duties as may be required from time to time

Work towards and support the school's vision and objectives

Be aware of, and follow the Child Protection Policy

Support and contribute to the school's responsibility for safeguarding students

Work within the school's Health and Safety Policy to ensure a safe working environment for staff, students and visitors

Work to promote equal opportunity for all students and staff, both current and prospective

Maintain high professional standards of attendance, punctuality, appearance, conduct, and positive, courteous relations with students, parents and colleagues

Engage actively in the performance review process

Show a willingness to undertake training and professional development either in house or externally

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Physical Demands:

Normal office working.

Working Conditions:

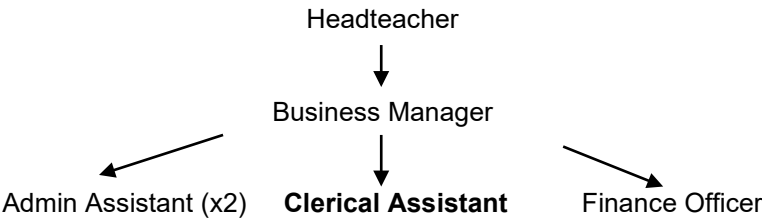
Office based, but regularly taking messages or escorting pupils, parents or visitors around the school.

Work Context:

There may be a risk of verbal abuse from pupils/parent.

Position in Organisation:

Indicate how many staff the post is directly accountable for: None



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POST NUMBER S2907 JOB TITLE Clerical Assistant HOURS PER WEEK 15 hours per week term time only

	ESSENTIAL	DESIRABLE	HOW MEASURED
EXPERIENCE	Computer literacy, including word processing and spreadsheet applications.	Business or customer service acumen or interest	Application form Interview
EDUCATION, TRAINING AND QUALIFICATIONS	GCSE or equivalent Maths and English, level C or above IT confident – use of Email systems, maintaining databases, word documents and excel spreadsheets.	IT qualification Business Studies qualification	Application form Interview Certificates

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SKILLS AND KNOWLEDGE	Good interpersonal and team working skills. Ability to work under pressure and to strict deadlines. Ability to manage own time and tasks effectively. Good organisational skills. Good telephone manner. Ability to maintain necessary level of confidentiality. Working within established procedures, maintaining accurate records and statistical information.	Awareness of child protection and safeguarding requirements. An awareness of data protection requirements and how they apply to the information you will be handling.	Application form Interview References
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	ESSENTIAL	DESIRABLE	Interview References
PERSONAL QUALITIES	Ability to act on own initiative and seek advice as appropriate. Ability to work as part of a team. Ability to communicate effectively at all levels, both orally and in writing with children, parents and staff. To demonstrate diplomacy and tact. Have an ability to remain calm under pressure with a degree of resilience. An ability to adapt to changing systems and procedures whilst continuing to perform essential duties. Welcoming, cheerful and friendly nature.	A commitment to continual self-improvement through regular reading, research and professional development.	Application form Interview Process References

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WORKING ARRANGEMENTS	Working in a shared office with frequent interruptions due to telephone, visitors, staff and pupil requirements which vary constantly. Partly predictable workload with daily, weekly, monthly and annual routines. At risk of verbal abuse and physical harm from a minority of pupils and parents who may behave aggressively on occasion.		
The post is subject to: - Disclosure of convictions under the Rehabilitation of Offenders (Exemption) Act 1974 Yes ☒ No ☐ - Political restriction Yes ☐ No ☒ - The ability to speak fluent English under the Immigration Act 2016 Yes ☒ No ☐			

Employee: (signed)		(print)		Date:	
Manager: (signed)		(print)		Date:	