**Level 3 Administration Assistant – Viewley Hill Academy**

|  |
| --- |
| **Level 3 Administration Assistant: Job Description** |
| To work under the guidance of, and as part of a team with, the school business manager and office administrator, to implement agreed administration work.The job holder may be required to undertake additional duties as could be reasonably required in exceptional or emergency situations.  |
| **GENERAL DUTIES** |
| * Act as a front of house and communicate with pupils, staff, parents and visitors appropriately.
* Answer the phone and handle any queries appropriately.
* Manage visitor database, ensuring safeguarding procedures are followed at all time.
* Ensure security protocols are communicated to and understood by all visitors at the school, e.g. wearing a name badge.
* Monitor the CCTV screens and communicate any concerns to the SBM immediately.
* Understand and follow the Invacuation, Lockdown and Evacuation Policy in an emergency.
* Understand the Visitor Procedure and ensure that its protocols are adhered to.
* Ensure the office area is welcoming and tidy.
* Collect, count and record pupils’ dinner money.
* Undertake any photocopying duties as requested by members of the SLT or teaching staff.
* Assist with the administration of medicines to pupils, ensure that all safeguarding procedures are followed and all paper work is correct and complete.
 |
| PARENTAL COMMUNICATION |
| * In the absence of the PSA, review the registers of classrooms and telephone the parents of absent pupils to determine why they are absent.
* Assist parents in the operational expectations of school
* Be the first point of contact for parents and manage requirements effectively and in line with policy.
* Maintain confidentiality when handling potentially sensitive tasks regarding parents and pupils, e.g. when a pupil is sent home due to illness.
 |
| **ADMISSIONS AND LEAVERS** |
| * Be responsible for collecting relevant information for school transfers, and recording detail as appropriate.
* Ensure any school application forms are received and check that they have been completed satisfactorily, including the provision of emergency contacts.
 |
| **ADMINISTRATION** |
| * Ensure that the school management information system, is updated with accurate information in a timely manner.
* Check whether pupils are eligible for free school meals, e.g. by sending letters home to parents.
* Ensure the confidentiality of any data is maintained, in liaison with the DPO.
* Ensure good lines of communication between the reception and the rest of the school by ensuring that the relevant information is communicated to the relevant people.
* Attend any relevant training programmes, deemed necessary to fulfil the role and support personal CPD.
* Manage school letting arrangements, as delegated by the SBM.
* Manage the school’s calendar, as delegated by the head teacher and SBM.
* Assist with the organisation of school trips, e.g. finding venues and contacting transport companies.
* Schedule and share appointments for meetings for all staff members, and organise diaries as requested.
* Complete any HR task as directed by the SBM. For example the completion of overtime sheets, updating sickness records, etc.
* Any adhoc administrative duties as requested by the head teacher or SBM.
 |
| **FINANCE** |
| * Assist the office team with the inputting of debit and creditors invoices.
* Assist the office team with the imputing of income on to the finance system.
 |