



School Office Assistant Job Description

Wynyard CE Primary School Job Description/Person Specification

Employment details

Job title:	School office assistant
Reports to (job title):	Office Manager
Hours of work:	20 hours per week (8.30am – 12.30pm Mon – Fri)
Salary:	£18,065 pro-rata (Term Time Only)

Main duties/responsibilities

General duties
Welcoming first point of contact for pupils, staff, parents and visitors.
Answer the phone and handle any queries appropriately.
Keep a record of visitors entering and departing the school during the day.
Monitor school entrance - ensure security protocols are communicated to and understood by all visitors at the school, e.g. wearing a name badge.
Understand and follow emergency procedures.
Understand the Visitor Policy and ensure that its protocols are adhered to.
Ensure the office area is welcoming and tidy.
Ensure school files are kept up-to-date, such as ensuring the most recent copies of school policies are available on the shared computer system.
Collect, count and record money handed into office.
Complete any photocopying which the SBM or members of the SLT require.

Parental communication
Review the registers of classrooms and telephone the parents of absent pupils to determine why they are absent.
For those parents who cannot be contacted, report the pupil's absence to the office manager and follow the school's pupil absence management procedures.
Telephone parents to collect their child when required, e.g. because the child is ill or there is severe weather.
Keep up-to-date with school events and its calendar so that questions can be answered quickly and accurately.
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 admissions and leavers.
Ensure the relevant staff are notified about any new pupils to the school during the academic year, e.g. teaching staff.
Keep a record of where any pupil records have been sent and received.
Ensure any school application forms are received and check that they have been completed satisfactorily, including the provision of emergency contacts.
Arrange prospective parent visits to the school in liaison with the headteacher and office manager.
Administration
Complete any financial duties, as delegated by the SBM.
Ensure the confidentiality of any data is maintained, as per school policies.
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, such as safeguarding.
Provide any admin support for extended services offered by the school.
Assist with maintaining the school website, as delegated by the headteacher.
Assist with school letting arrangements, as delegated by the headteacher and SBM.

Manage the school's calendar.
Assist with the organisation of school trips, e.g. finding venues and contacting transport companies.
Maintain an up-to-date and accurate inventory of stock, and place orders wherever required.
Employ an effective, thorough and accurate method for checking delivered stock, returning unwanted items, and arranging any repairs or servicing as soon as possible, wherever required.
Maintain an accurate system for collecting, recording and providing receipts for a variety of incomes – e.g. in relation to school uniforms, school meals, voluntary contributions – organising reminders for payment wherever required, in accordance with school procedures, and updating the school's financial system as necessary.
Upon receiving daily attendance data, enter this accurately and promptly onto the school's management system, and produce accurate reports regarding attendance data whenever required.
Produce a variety of periodic and annual financial statements in a timely manner, as required.
Produce accurate minutes of meetings and distribute these as necessary, schedule appointments for meetings for all staff members, and organise diaries as requested.

Person specification

	Essential	Desirable
Qualifications and training	<p>The successful candidate will:</p> <ul style="list-style-type: none"> Have English and Maths GCSEs to Grade C or above. 	<ul style="list-style-type: none"> Relevant admin qualification (eg NVQ) Safeguarding training.
Experience	<p>The successful candidate will have experience of:</p> <ul style="list-style-type: none"> Working in an administration role in an educational setting. The financial procedures in a school setting. Working as part of a team. Handling confidential information. 	<ul style="list-style-type: none"> Handling complaints and concerns from parents and other key stakeholders. Working within a primary school office environment.
Knowledge and skills	<p>The successful candidate will be able to:</p> <ul style="list-style-type: none"> Demonstrate an understanding of their statutory requirements concerning safeguarding, equal opportunities, health and safety and data protection. Use financial computer databases effectively and independently. Prioritise their workload and complete all tasks required of them. Communicate with people over the phone in an appropriate and engaging manner, effectively answering any questions. Demonstrate an organised and effective approach to handling a demanding workload. Use of Microsoft Office programs (such as Word and Excel) effectively and independently. 	<ul style="list-style-type: none"> Demonstrate a working knowledge of how to manage the reputation of the school and engage with the school community. Use calendar management systems.
Personal qualities	<p>The successful candidate will have:</p> <ul style="list-style-type: none"> Excellent verbal and written communication skills. Excellent time management and organisation skills. High expectations of self and professional standards. The ability to work as both part of a team and independently. The ability to maintain successful working relationships with colleagues. High levels of drive, energy and integrity. The ability to maintain high levels of confidentiality in the workplace <p>The successful candidate will be:</p> <ul style="list-style-type: none"> Dedicated to promoting their professional development and achieving desired qualifications. Able to plan and take control of situations. Capable of handling a demanding workload and successfully prioritising work. 	