



Job Description and Person Specification

Job title	Administrative Assistant HPPA
Reports to	{Office Manager}
Contract	{Permanent}
School	{Heron Park Primary Academy}
Location	{Dallington Road, Hampden Road, Eastbourne, East Sussex, BN22 9EE}
Grade	{East Sussex NJC Single Status Pay Scale; Grade 2; SCP 4}
Hours	20 per week
Working weeks	{Term time only plus INSET days}

Job description

Role purpose

As the first point of contact with the school community, this role provides an efficient and welcoming reception service and ensures appropriate safeguarding administration of visitors.

Key tasks

Reception

- Provide a friendly, calm and efficient reception service for the school, dealing with all enquiries, both on the telephone, via email and in person, promptly and courteously.
- Maintain an efficient, presentable and pleasant Reception area.
- Alongside school Administrator answer incoming calls and emails, both internal and external, redirecting/taking messages/providing relevant information as necessary and acting on instructions received, relaying messages to staff and pupils.
- Receive visitors and ensure they sign in and out in accordance with the school's procedures and are aware of safeguarding and emergency procedures whilst on site.
- Receive goods delivered, following school processes, and update the finance system.

Administration

- Provide administration support for educational visits and after school clubs, including associated payments.
- Provide administrative support at meetings, where requested to do so.
- Undertake photocopying, filing and general office duties.
- Under the direction of the School Office Manager, order stationery and general office supplies; keeping the stationery cupboard stocked and tidy.

Liaison with others

- Liaise with the attendance officer.



- Support the attendance officer in communicating sensitively, respectfully and effectively with parents/carers and colleagues regarding attendance, absences, illnesses and collection arrangements, prioritising where necessary.
- Liaise with SLT/SENCO to maintain diaries for visiting professionals.

Communications and Marketing

- Support the Administration team in delivering a public relations service to the school both externally and internally, including design and production of marketing materials, external links and opportunities for marketing.
- Keep abreast of future events and organise requirements including catering requests, setting up meeting rooms, sending invitations, arranging supply cover, etc.
- Oversee the management of the school website so that it is compliant.
- Seek regular opportunities to market the school so that it is prominent in the local community and online.
- Manage social media platforms.
- Prepare the school newsletter at the request of the Headteacher or Senior team.

Medical and Fire Safety

- Be an appointed First Aider, assisting with visitors, staff and pupil first aid/welfare duties.
- Book training for staff to become First Aiders with approved providers.
- Liaising with Lead First Aider (Site Manager) monitor first aid training requirements and book the necessary courses.
- Update the Medical Tracker with pupil/staff information and monitor the system to ensure all incidents are being logged.
- Complete accident reports as required.
- Updating the Safety portal for all incidents requiring an enhanced level of reporting.
- Monitor and collate data on Meditracker, reporting trends to the Designated Safeguarding Lead.
- Collating reports to provide regular analysis of incident trends.
- Liaise with parents/carers and staff on any medical issues.
- Ensure medical notes are up to date on the management information system.
- Alongside the SENCO and First Aid lead, prepare Individual Health Care Plans in conjunction with parents/carers or staff.
- Ensure that parents/carers have completed all necessary medicine administer forms, and that these are completed and reviewed regularly.
- Maintain and monitor and medicine administration tracker for those pupils who take medication in school.
- Ensure that an adequate stock of first aid consumables (including PPE) is available at all times, in all first aid boxes, and order as required.
- Keep off site first aid kits stocked and ready for issue as necessary for trips, fixtures, offsite activities and offsite lessons.
- Provide lists of pupils with IHCPs for trips, fixtures, offsite activities and offsite lessons
- Ensure that all pupils' medication in school is kept securely in a clearly labelled box and that medication is within its expiry date.
- Contact feeder schools to ascertain medical requirements for incoming pupils, including those attending their new Transition Days prior to their enrolment.
- Ensure that the Medical Room is kept tidy and fit for purpose at all times.



- Update medical training records.
- Alongside the school First Aid Lead, monitor first aid training requirements and book the necessary courses; report proposed courses to SLT so that cover can be organised.
- Be an appointed fire warden.

HR, Finance and Payroll

- Undertake general financial administration in accordance with procedures, which may include maintaining financial records on Arbor Pay for trips, clubs, nursery fees and school meals, producing reports for the Headteacher/senior leadership team (SLT) as required, receiving and processing cash and cheques and issue of receipts and processing and payment of invoices.
- Order/purchase supplies for breakfast club including food and the collection of regular food orders from suppliers.
- Process GRNs when goods are received.

Attendance and Admissions

- Promote excellent attendance in line with school policy and maintain the standards expected regarding attendance.

Support of Colleagues

- Deputise for the school Administrator in their absence.
- Support colleagues by providing front of house administrative support as part of the administration team, when required.
- Provide routine administrative support for other staff (reprographics, word processing, etc).
- Work proactively and collaboratively with other members of the staff team.

Self-Development

- Attend staff and team meetings as required.
- Participate in training and other learning activities offered by the school.
- Improve own practice, including through observation, evaluation and discussion with colleagues.

Legislative and Procedural Compliance

- Maintain confidentiality on all school matters at all times.
- Follow all legislation and best practice relevant to your role.
- Follow all school and Aurora Academies Trust policies, procedures and guidelines.

Safeguarding and Child Protection

- Maintain visitors safeguarding administration in accordance with Single Central Record procedures.
- Be alert to unknown individuals on school premises, reporting any concerns in line with procedures.
- All staff have a responsibility for providing and safeguarding the welfare of children and young people they come into contact with.
- All staff must comply with the school's Safeguarding Policy..



- If, in the course of carrying out the duties of the post, the postholder becomes aware of any actual or potential risks to the safety and welfare of our pupils, these concerns must be reported immediately in accordance with the policy.
 - It is a requirement of the role that appropriate safeguarding and child protection training is undertaken.
 - A Disclosure and Barring Service (DBS) Check will also be required, and any additional checks recommended by Keeping Children Safe in Education may be undertaken (which may include online and social media checks)
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The list of duties in this job description should not be regarded as exclusive or exhaustive.

This job description details the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot, of themselves, justify a reconsideration of the grading of the post.

Aurora Academies Trust reserves the right to update this job description, from time to time, to reflect changes in, or to, your job. You will be consulted about any significant proposed changes.

Person specification

	Criteria	E = Essential D = Desirable	Assessed by A = Application C = Certificates I = Interview
Qualifications	GCSE level 4 or above in English and Maths, or equivalent	E	C
	NVQ Level 2 in a relevant subject, or equivalent	D	A
	First aid trained, or willingness to become so	E	C/I
Experience	Previous experience of reception work	E	A
	Previous experience of undertaking a range of administrative duties	E	A
	Experience of working in a school environment	D	A
	Experience of establishing positive relationships with young people and families in diverse communities	D	I
	Experience of working as part of a team	E	I
Skills and abilities	Ability to use language and other communication skills that pupils can understand and relate to	E	I
	Ability to demonstrate active listening skills	E	I
	Ability to utilise ICT effectively and efficiently in your work	E	I
	Excellent numerical skills, to undertake a variety of tasks, e.g. collecting monies and maintaining accounts for school activities	E	I
	Ability to communicate effectively with parents, carers and other professionals, both verbally and in writing	E	I
	Keen eye for detail, with an ability to produce work of a high standard of quality and accuracy	E	I
	Ability to remain calm and patient under pressure, whilst working to deadlines	E	I
	Ability to work effectively and supportively as a member of the school team	E	I
	Ability to work in an organised and methodical manner	E	I
Knowledge	Knowledge of, or willingness to learn, the legal and organisational requirements for maintaining health, safety and security of yourself and others	E	I
	Working knowledge of school management information systems	D	I
Attributes	Warm, friendly and professional manner	E	I
	Display a commitment to, and an ability to contribute to, the protection and safeguarding of children and young people	E	I



	A commitment to giving pupils and families the opportunity to reach their full potential	E	I
	A passion for working with and supporting children and/or young people	E	I
	Model behaviour, attitudes and dress that set the best possible example to pupils	E	I
Other	Ability to maintain confidentiality on all school matters	E	I
	Ability to create and maintain an appropriate environment which ensures the safety of all users of the school	E	I
	Willingness to participate in further training and development opportunities offered by the school, Aurora Academies Trust and the county	E	I
	Flexibility in the approach to work and the demands of the post and to be adaptable to the changing circumstances of the school	E	I
	A commitment to the school's vision, values and ethos	E	I
	A commitment to Aurora Academies Trust vision, values and ethos	E	I