**Name of School: Sheringdale Primary School**

**Line Manager: Marriam Kashmiri**

Main Purpose of Job

* To provide secretarial, clerical and administrative support to the Headteacher, Deputy Headteacher, Finance and Administration Manager and other staff
* To assist in the organisation and co-ordination of effective ICT for administration purposes
* To be an ambassador for the school when meeting parents and other visitors
* Contribute to the overall ethos/work/aims of the school and meeting the needs of the children
* Be aware of and support difference and ensure equal opportunities for all

Main Responsibilities

**Customer Focus**

* ‘Model’ excellent professional relationships with children, parents and other professionals in the school in order to set the standard for other less experienced support staff
* Provide an excellent administrative service to all sections of the school community regardless of race, sex, background or age

Reception

* Act as first point of reference, receiving callers, children, parents, visitors and telephone enquiries. Offer helpful, friendly, approachable and professional service at all times and take appropriate action on own initiative, resolving minor matters, referring more serious matters to appropriate member of staff

Communication

* Adhere to school procedures and ensure that staff receive messages (telephone, email, fax, face-to-face) promptly and accurately
* Arrange school trips, taking a lead role in risk assessment procedures and protocols

**Administration**

* Provide general confidential secretarial service to Headteacher, Deputy Headteacher, Finance and Administration Manager and other staff, to include word processing, correspondence, reports, references, mail, diaries, appointments and meetings, maintain general and confidential filing systems, provide hospitality as required

Publications

* Design, produce, upgrade, edit and distribute school/home-based newsletter, stationary, statutory notices. Co-ordinate and produce school reports, publications and policies with close attention to detail and following school design guides. Ensure paper-less methods of communication are used as far as possible and value for money principles are strictly adhered to.

**Data Management**

* Maintain high standards when managing confidential information, complying with the school’s data protection procedures and legal requirements at all times

Secondary Transfers/leavers

* In conjunction with Deputy Headteacher organise secondary transfer
* Correspond with parents, provide transfer forms and open evening/visitor information
* Collate and forward all relevant records. Terminate all documentation and procedures to remove pupils from schools active records.

Attendance

* Monitor the school attendance procedures as defined by Governing Body
* Produce attendance and dinner registers daily, include all details as required. Maintain and edit termly.
* Monitor registers on a weekly basis, send absence/lateness letters to parents
* Monitor SIMS database, record attendance weekly, and produce absence letters/attendance certificates. Complete regular attendance returns to Local Authority Officers, ensuring data is complete, accurate and up to date. Complete annual attendance returns as appropriate.
* Review registers periodically with Headteacher and EWS, provide attendance records as required
* Induct new teaching staff on registration procedures
* Work effectively with stakeholders in order to promote good attendance and to achieve attendance targets
* Contribute to improving policies, systems and procedures

Information Communication Technology

* To assist in the organisation and co-ordination of effective and accurate ICT for administration purposes
* To assist in the management of Administration IT Network and SIMs modules, creating, maintaining databases which include Pay 360, In Touch, Attendance, Data Manager as reviewed and updated
* Liaise with ICT curriculum co-ordinator, assessment co-ordinator, SENCO and EMAG
* Advise staff of database and reporting facilities
* Create, maintain, interrogate databases, spreadsheets to support the school’s information requirements using Windows software to include SIMS, Word, Excel and Publisher
* Research, prepare and complete wide range of statistical information as required by DfE, LA, Headteacher and Governing Body
* Maintain effective administration in the absence of the Senior Administration Officer and SBM

Admissions/Pupil Data

* Process pupil admissions in accordance with admissions policy
* Liaise with Local Authority School Admissions colleagues in order to fill spaces quickly and fairly
* Support new children and parents to comply with admissions processes, including form filling and related requirements (for example, uniform, school meals and induction packs)
* Arrange and attend induction/open days.
* Liaise with Headteacher if oversubscribed. Liaise with Local Authority Officers regarding appeal procedures
* Initiate and maintain all documentation and procedures to include pupils in schools active records
* Maintain pupil database, produce annual data checking sheets, amend/update records on system, provide class/registration lists
* Arrange individual and class photo sessions

Finance

* Maintain and report payment systems as required by the line manager
* Process paperwork for invoices as required
* Follow up to resolve debts, report to line manager and maintain records
* Maintain and monitor payment records for school Enrichment and Improvement fund
* Maintain and monitor payments for full time Nursery places and school lunches

**Safeguarding**

* Comply with policies and procedures covering child protection, health, safety and security
* Contribute to safeguarding the welfare of children in the school
* Maintain the security of property in a way that is consistent with your organisation’s procedures and legal requirements, reporting any concerns about safety and security to the appropriate person
* Maintain the visitors log book and ensure all visitors and contractors can be identified by wearing clearly visible badges

School Nurse

* Provide pupil data, including admissions and leavers. Arrange all nurse visits to school inc. eyetests and Heights & Weights

**Performance and Line Management**

* Regularly reflect upon your performance, set targets, action plan and review your work
* Take an active part in the Performance Management process with your line manager, sharing your success stories as well as your challenges
* Take responsibility for your work and encourage and accept feedback from your colleagues and your line manager
* Continue to learn and develop as a professional, completing induction, attending relevant training to update knowledge and skills, enhancing qualifications and engaging in annual performance review

**Other**

* Undertake such other duties as the Headteacher from time to time may direct

NATIONAL OCCUPATIONAL STANDARDS

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| **Mandatory/****Core Units** | **Elements** |
| New award in Support Work in Schools (SWiS) | a)Child and young person development |
| b)Safeguarding the welfare of children and young people |
| c)Communication and professional relationships with children, young people and adults |
| d)Equality, diversity and inclusion in work with children and young people |
| e)Schools as organisations (Including an Exploration of school values, policies, roles and responsibilities) |
| Carry out your responsibilitiesUnit 301(CfA Business & administration standards) | **Communicate information** **1.** Actively focus on information that other people are communicating, questioning any points you are unsure about  |
| **2.** Provide accurate, clear and structured information to different audiences  |
| **3.** Make useful contributions to discussions, developing points and ideas  |
| **4.** Give others the opportunity to contribute their ideas and opinions and take these into account  |
| **5.** Select and read written material that contains information that you need  |
| **6.** Identify and extract the main points you need from written material  |
| **7.** Provide written information to other people accurately and clearly  |
| **Plan and be accountable for your work** **8.** Negotiate and agree realistic targets for your work  |
| **9.** Prioritise targets and agree achievable timescales  |
| **10.** Plan how you will make best use of your time and the other resources you need and choose effective working methods  |
| **11.** Identify and solve problems when they arise, using the support of other people when necessary  |
| **12.** Keep other people informed of your progress  |
| **13.** Meet your deadlines or renegotiate targets, timescales and plans in good time  |
| **14.** Take responsibility for your own work and accept responsibility for any mistakes you make |
| **15.** Follow agreed guidelines, procedures and, where appropriate, codes of practice  |
| **Improve your own performance** **16.** Encourage and accept feedback from other people  |
| **17.** Evaluate your own work and use feedback from other people to identify where you should improve  |
| **18.** Identify ways to improve your work, consistently put them into practice and test how effective they are  |
| **19.** Identify where further learning and development could improve your performance  |
| **20.** Develop and follow through a learning plan that meets your own needs  |
| **21.** Review your progress and update your plans for improvement and learning  |
| **Behave in a way that supports effective working** **22.** Set high standards for your work and show drive and commitment in achieving these standards  |
| **23.** Cope with pressure and overcome difficulties and setbacks  |
| **24.** Assert your own needs and rights when necessary  |
| **25.** Show a willingness to take on new challenges  |
| **26.** Adapt readily to change  |
| **27.** Treat other people with honesty, respect and consideration  |
| **28.** Help and support other people  |
| Work within your business environmentUnit 302(CfA Business & administration standards) | **Work to achieve your organisation’s purpose and values**1. Work in a way that supports your organisation’s overall mission and your team’s objectives |
| 2. Follow the policies, systems and procedures that are relevant to your job |
| 3. Put your organisation’s values into practice in all aspects of your work |
| 4. Work with outside organisations and individuals in a way that protects and improves the image of your organisation |
| 5. Seek guidance from others when you are unsure about objectives, policies, systems, procedures and values |
| 6. Contribute to improving objectives, policies, systems, procedures and values in a way that is consistent with your role |
| **Apply your employment responsibilities and rights**7. Access information about your employment rights and responsibilities |
| 8. Carry out your responsibilities to your employer in a way that is consistent with your contract of employment |
| 9. Assert your employment rights when necessary |
| 10. Seek guidance when you are unsure about your employment responsibilities and rights |
| **Support sustainability**11. Keep waste to a minimum and follow procedures for recycling and the disposal of hazardous materials |
| 12. Follow procedures for the maintenance of equipment |
| 13. Continuously review working methods, including the use of technology, and identify and take forward ways of improving efficiency |
| 14. Choose sources of equipment and materials that provide best value for money |
| 15. Support colleagues so that they can maximise their performance and their value to the organisation |
| **Support diversity**16. Interact with other people in a way that is sensitive to their individual needs and respects their background, abilities, values, customs and beliefs |
| 17. Learn from other people and use this to improve the way you work and interact with others |
| 18. Follow your organisation’s procedures and legal requirements in relation to discrimination legislation |
| **Maintain security and confidentiality**19. Maintain the security of property in a way that is consistent with your organisation’s procedures and legal requirements |
| 20. Maintain the security and confidentiality of information in a way that is consistent with your organisation’s procedures and legal requirements |
| 21. Report any concerns about security and confidentiality to an appropriate person or agency |
| **Assess and manage risk**22. Identify and agree possible sources of risk |
| 23. Assess and confirm the level of risk |
| 24. Put in place ways of minimising risk |
| 25. Monitor risk |
| 26. Be alert to new risks and be able to manage these when they occur |
| 27. Review and learn from your experience of assessing and managing risk |