

Job Description

Date last reviewed – September 2025

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| Position: | Administration Assistant |
| Grade: | Grade 5 |
| WSCC JDQ: | SCHG52C |
| Hours: | 32.5 hours per week Monday to Friday 8.30-3.30 Term time only plus 5 inset days per year In some circumstances, these hours and days of work can be reduced / varied by agreement with the Headteacher and Governing Body, if the needs of the pupils and school can still be met. |

General Details:

The details of your general duties are set out in this job description but actual duties will vary in accordance with the age and needs of the pupils.

It is expected that you will adhere to professional standards and school policy and procedures at all times.

Relationships:

The post holder is directly accountable to the Operations Manager.

The post holder will work with office and reception staff.

The post holder will have indirect accountability to the Assistant Heads, and Head Teacher

Job Purpose:

Working under the direction of the operations manager under the guidance of office staff, and within an agreed system of supervision:

To assist with the smooth running of the school office and reception.

Assist in a wide range of administrative duties and the production of documents to include, letters, minutes and newsletters.

To be the first point of contact for parents, visitors and other stakeholders so will be an ambassador for the school and embody the value, vision and ethos of the school in all interactions.

This description is not exhaustive. It is intended to give a general outline of the current duties and responsibilities and will be reviewed periodically with your line manager.

Tasks and Accountabilities:

Shared responsibility across the Reception & Administration team to deliver individually delegated tasks, as a collective team, to meet the needs of the school and role, with a secretarial skill set (including the following):

Support for the Headteacher

- Diarise and maintain appointment recording for Headteacher
- Prepare and send communications on behalf of Headteacher
- Update content into agreed template for weekly newsletter
- Attend and administer accurate minutes for all student annual reviews
- Co-ordinate, complete and communicate review and update of School Policies
- Complete ad hoc delegated tasks as directed by the Headteacher

Support for the Operations Manager

- Record and co-ordinate operational tasks and deadlines as agreed with Operations Manager
- Document and maintain school timetables for rooms, teams, classes etc
- Trip, after school, forest school and event administration including letters, consent forms and payment – send out and keep consent forms updated. Co-ordinating payments for trips with Finance Assistant. Including re-occurring events ie swimming, donkeys etc. Follow up any outstanding voluntary donations and/or fees.
- Maintain school calendar and forthcoming Daily News editions
- Co-ordinate and update staff training registers
- Staff absence recording and administration
- Document and update department processes
- Maintain staff handbook, as directed by Operations Manager
- Complete regular and adhoc administrative duties as directed by Operations Manager

Reception (when on duty)

- Act as the first point of contact for parents and visitors arriving at the school, ensuring they sign in via InVentry and are given a visitor badge.
- Ensure children arriving late are registered and taken to their classes.
- Call parents when requested to establish unknown attendance status when absent. Updating relevant teaching and support staff.
- Call parents in event of sickness/collection required.
- Deal with telephone and face-to-face enquiries efficiently and in a professional and supportive manner.
- Respond to messages promptly and accurately, passing on information to relevant staff members as necessary.
- Receive, check and distribute deliveries in a timely manner.
- Sort and distribute mail.
- Assist staff and pupils with the information and support they need.
- Seek support from other colleagues where necessary to respond to complex enquiries.
- Support work experience students and administration to secure placements
- Prepare welcome drinks for meetings as requested

General administration

- Be computer literate and have knowledge of Bromcom **or** be willing to undergo training. Use of Teams and Microsoft Office suite of including Sharepoint and Teams.
- Assist in updating manual and computerised record/management information system.
- Assist with filing, printing, laminating, shredding and photocopying.
- Assist in maintaining the operation of the photocopier ensuring it is ready to use at all times, resolving any issues as necessary.

Support for the School

- Liaise with other staff, school premises, pupils, parents/carers and external agencies, including queries in person, via phone and email
- Support in the car park before and after school
- Escort pupils to class
- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person
- Contribute to the overall ethos / work / aims of the school
- Appreciate and support the role of other professionals
- Attend and participate in relevant meetings as required
- Participate in training and other learning activities and performance development as required
- Liaising on the phone and in person with school supplies, partners

Contribute to Positive Relationships

- To role model team work, support for colleagues, promote good relationships and act in a professional manner at all times.
- To be positive and encouraging at all times.
- To follow the lead and direction of the operations manager
- Establish constructive relationships with parents / carers

Work with young people to safeguard their welfare

- Be aware of safeguarding procedures.
- Be prepared to listen and report.
- Be mindful of indicative changes in pupil's appearance, behaviour or demeanour.

Support positive communication between home and school

- Communicate information in a positive and professional manner.
- Be aware of family sensitivities.
- Flag up any concerns or new information to the operations manager before communicating or replying.

Ensure the working environment is safe and appropriate

- Regularly check health and safety in the office and around the school.
- Report any concerns which may be a risk.
- Maintain tidy work and communal spaces.

Other Duties:

Participating in after school events where relevant.

The post holder will be expected to undertake other duties, commensurate with the post, which your direct line managers or members of the Leadership Team may reasonably and occasionally require.

Voluntary Tasks:

- Voluntary tasks such as attending overnight on class residential trips
- Voluntary Minibus Driving

Explanatory Notes:

Queen Elizabeth School offers all staff Professional Development Reviews with an agreed line manager. The main aim of this is to identify areas of success and for professional development / individual training needs.

This job description and allocation of particular responsibilities may be reviewed and amended following consultation. Such a review will take place as part of the Professional Development Review cycle and at any other time on request.

Queen Elizabeth School is located across several sites in the Horsham area, staff can be asked to work at any of the sites, this would be agreed in advance.

Agreed Job Description:

Signed:

Date:

Signed:

Headteacher

Date:

Signed:

Agreed Reviewer on appointment

Date:

*Agreed Reviewer may be changed at a later date

Person Specification at Queen Elizabeth School

| | Essential | Desirable | How tested |
|--|-----------|-----------|----------------------------|
| <u>Qualifications & Experience</u> | | | |
| Experience of working in a school | | X | Application / CPD Record |
| Experience using school systems | | X | Application and CPD record |
| Experience of working with children and young people aged 2-19 with special educational needs in a special school setting | | X | Application /interview |
| <u>Skills and Qualities</u> | | | |
| Ability to relate well to children and adults | X | | Application /interview |
| Evidence of good oral and written communication skills | X | | Application /interview |
| Good general IT skills (including Microsot office suite ie Word, Excel, Outlook, Teams, Sharepoint) | X | | Application /interview |
| Good organisation, prioritisation and time management – solid secretarial background | X | | Application /interview |
| Ability to work proactively | X | | Application /interview |
| Ability to work constructively as part of a team | X | | Application /interview |
| Ability to work independently and use initiative | X | | Application /interview |
| An awareness of the value of equality and diversity and be able to demonstrate a commitment to working in a non-discriminatory manner | X | | Application /interview |
| Voluntary Ability to drive a minibus or willingness to learn (if over 25) NOT USED TO SHORTLIST | | | |
| Ability to safeguard and promote the welfare of children including: <ul style="list-style-type: none"> • Ability to form and maintain relationships and personal boundaries. • Emotional resilience in working with challenging behaviour or difficult situations requiring tact and confidentiality. • Appropriate attitudes to care, use of authority and maintaining good pupil behaviour. | X | | Application /interview |