

## Job Description: Administrative Assistant - Student Services

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<b>HOURS:</b>	37 Hours per week, 39 weeks per year
<b>CORE HOURS:</b>	8.00 am to 4.00 pm (Mon - Thurs) 8.00 am- 3.30 pm (Friday ) Half an hour lunch break
<b>SALARY:</b>	NJC Grade B
<b>REPORTS TO:</b>	This role is directly responsible to the Admin Team leader

The main purpose of the job is to be part of a team providing a comprehensive clerical and administrative support function for students and staff as part of the core Academy administration team and specifically to be the first point of call for students enquiries and for first aid coordination.

### KEY ROLES:

#### Student services

- To ensure a professional service is provided for students accessing Student Services
- To be the first point of call for students reporting to Student Services who may require first aid treatment and to liaise promptly and arrange the attendance of the duty first aider to deal with the medical needs of the student as required.
- Ensure all first aid treatments are recorded and an appropriate first aid slip is completed for the student
- To be the first point of call if a student feels unwell and check with the attendance team to seek confirmation and authorisation as appropriate for the student to be sent home.
- To check and replenish first aid boxes, order first aid supplies and make sure all stock is up to date and in date.
- Ensure any student medication is kept stored securely. Issue and update a green medical form for students to self administer and record on the relevant Academy log sheet.
- To sign students in and out and record all information (authorised by a medical note/parent call in)
- Archive and keep up to date records of first aid, signing in/out, medicine logs
- To print timetables for students
- Photocopy and replenish student forms ensuring a ready supply is always available
- To follow the Academy's current behaviour policy and report any problems to SLT team by using the on call rota
- To deal with students' queries, problems and report any safeguarding issues to the safeguarding and pastoral teams.

#### Communication

- Provide comprehensive communication with a variety of internal and external agencies, parents and students within the range of procedures laid down by the

Academy.

- Deal efficiently and effectively with student/staff/parent enquiries by telephone and email
- Open and sort the incoming external and internal post daily and distribute accordingly around the Academy including to pigeon holes
- Receive general enquiries from parents, research and reply as appropriate within laid down Academy guidelines and timescales.
- Provide communication with parents, carers and staff via In Touch as and when requested
- Collate and develop the daily student bulletin each day working closely with Pastoral staff to obtain appropriate content and email to all staff and students
- Work with the appropriate staff to produce and distribute the fortnightly staff WOW publication fortnightly.

### **School Photos**

- To oversee and arrange the annual school photographs, liaising with the photography company and ensuring smooth running of the day. Creating timetable for the day's running order, organising of refreshments for visiting photographer/s, organising any equipment / room bookings / car parking requirements by liaising with the premises team, and communicating with staff.

### **Newsletters and publications**

- Ensure the full distribution of Academy publicity material internally within the Academy and to external organisations.
- Sort into tutor groups numbers and inform tutors they are ready for collection
- Print labels and distribute newsletters to outside organisations.
- Maintain a database of all recipients of Academy Newsletters and ensure that the Newsletters are distributed to all key partners in a timely manner.

### **Staff Room**

- Update pigeon holes in staff room ensuring they are in alphabetical order and up to date
- Keep notices up to date and remove old ones
- Ensure photocopier and printers are in good working order and report any problems to reprographics/ICT.
- Ensure the forms and paper trays are fully supplied with stationery, forms, envelopes etc

### **Lost Property**

- provide an effective lost property service (return named items to students via tutor, email students and staff regarding lost property if no name and take any lost property up to reception)

### **Other duties:**

#### **First Aid**

- To act as an Academy first aider and provide Emergency First Aid as and when required, including on a rota basis
- To attend First Aid training and keep first aid qualifications up to date
- To administer first aid to students and staff as required
- To accurately record all accidents and first aid incidents on the Academy

paperwork

## **Administration**

- The post holder will be expected to carry out other admin duties as and when required as part of the wider admin team, commensurate with the grade.
- To undertake a full range of clerical duties as directed by the Administration Team Leader eg typing, filing, SIMs data entry
- To support the Admin team in the typing/collating/distributing of whole Academy letters as and when required
- Provide communication with parents and carers using In Touch as and when required
- To be available to cover reception, library and exam invigilation as and when required including on a rota basis
- To issue student timetables as required
- Provide administrative support as required for Open Evenings
- Field calls, dealing with callers sympathetically and efficiently, redirecting calls where appropriate
- Meet and greet visitors to the Academy, accompanying them to meeting venues as requested
- Provide assistance and support as needed to support Academy exams (mocks and formal external), including undertaking exam invigilation for which training will be provided
- The postholder may occasionally be required to drive an Academy minibus having received appropriate training
- The postholder must be prepared to work flexibly to meet the needs of the Academy. This will involve occasional evening and weekend work.

## **RESPONSIBILITY LEVEL**

- This role is directly responsible to the Admin Team leader
- The post holder will be expected to carry out such other duties as reasonably correspond to the general character of the post and are commensurate with its level of responsibility.

AHO May 2018