Job Description

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| Department | Education | Division  | Clare Mount Specialist Sports College |
| Designationof Post | Administrative Assistant and Cover Receptionist | Grade | Band D |
| Responsible to |   |
| Immediate Subordinates | N/A |
| **Job Purpose:**To provide high-quality administrative support within the busy school office, with a primary focus on the preparation and coordination of annual reviews for Education, Health and Care (EHC) Plans. While the main role is administrative, the postholder will also provide cover for the school reception, ensuring continuity of service and a welcoming environment for visitors and callers.**Main Duties:*** Assist with preparation of annual reviews for EHC plans, collating information from various sources, liaising with internal staff and external agencies
* Typing up meeting notes and draft EHCP updates post annual review meeting
* Meet all legal requirements with regard to timeframe
* Schedule meeting with appropriate persons, including parents/carers, local authority representatives and medical professionals
* Provide support for reception cover, ensuring continuous service of the school’s switchboard and telephone system
* Provide a welcoming, helpful and professional reception service to all visitors
* Manage the signing in/out of visitors using Inventory, including booking visitors prior to attendance, the issuing badges where appropriate and notifying relevant staff of visitor arrivals,
* Ensure certificates, awards and leaflets in the foyer are kept tidy, up to date and appropriate
* Deliver high levels of customer service, communicating professionally at all times when dealing with staff, pupils, parents, carers, visitors, outside agencies and the wider community in both face to face and telephone enquiries.
* Check the school office e-mail account and forward on to appropriate parties/respond accordingly with messages and check MIS Arbor emails
* Accept deliveries and arrange immediate distribution to relevant departments and staff.
* When required, to deal with all incoming mail and distribute accordingly. Also collate, frank and log all outgoing mail and post in external post box or take to post office
* Support the school attendance officer regarding pupil absence and cover when necessary
* Assist with the room and vehicle bookings on the school’s booking system
* Provide routine and confidential administrative support to members of the Senior Leadership team and teaching staff.
* Update and maintain pupil records on Arbor and prepare requested reports.
* Maintaining and filing of school records, including the school archives
* Generate letters and emails to parents using the school’s MIS Arbor when requested
* Support with the administration of all school meals including FSM and dinner money income on Arbor
* Provide general administrative support e.g., photocopying, filing and stationery
* Assist with the preparation for Parent Evenings, Transition and new intake events
* Liaise with Pupil Transport provider and update end of day bus boards with pupils’ attendance when required
* Contact parents/carers when necessary (illness/accidents)
* Provide cover for office staff in their absence, as far as practical and liaise with other staff as appropriate

**General:** * To be a proactive member of the whole school team, contributing to the overall ethos and work aims of the school
* Participate in training and other appropriate CPD
* To have due regard for safeguarding and promoting the welfare of children and young people and to follow the child protection and safeguarding procedures adopted by the school
* To promote the image of the school in all contact with local and wider community
* Carry out other reasonable duties as may be requested by the Headteacher or other senior staff, commensurate of the grade.

**Personal and Professional Conduct:**All staff are expected to demonstrate consistently high standard of personal and professional conduct as defined in the following points:* Showing tolerance of and respect for rights of others
* To have proper and professional regard for the ethos, policies and practices of our school and maintain high standards in their own attendance and punctuality
* Ensure that personal beliefs are not expressed in ways which exploit pupils’ vulnerability
* Not to undermine fundamental British Values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of those with different faiths and beliefs.

**NOTE:**This job description will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder.  It is not a definitive statement of procedures and tasks, but sets out the main expectations of the Service in relation to the post holder’s responsibilities and duties.Elements of this job description and changes to it may be amended in light of organisational and service requirements. |
| ReviewedDate: Sept 25   |