

**JOB DESCRIPTION**

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| **School** |  |
| **Job Title** | Clerical Assistant |
| **Grade** | Grade 2 |
| **Primary Purpose of the Job** | To provide administrative/organisational support for staff and the school under the direction/instruction of teaching and or senior staff. |
| **Responsible to** | Office Manager/School Business Manager |
| **Responsible for** | n/a |
| **Principal Responsibilities** | Provide general clerical, administrative financial support to the school |

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| **MAIN DUTIES** | |
| 1. | **Organisation** |
|  | Undertake reception duties, including answering the telephone and face to face enquiries and signing in visitors.  Assist with pupil first aid/welfare duties, looking after sick pupils, liasing with parents/ staff etc.  Assisting with arrangements for visits by school nurse, photographer etc. |
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| 2 | **Administration** |
|  | Provide routine clerical support e.g. photocopying, filing, faxing, e mail and the completion of routine forms  Maintain manual and computerised records/management information systems as appropriate  Undertake typing, word-processing and other IT based tasks  Undertake routine administration e.g. distribution and collection of registers and the administration surrounding school meals etc. |
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| 3 | **Resources** |
|  | Operate office equipment e.g. photocopier, computer, fax machine |
|  | Arrange orderly and secure storage of supplies |
|  | Undertake routine financial administration, e.g. collect and record dinner money |
| 4 | **Responsibilities**  Be aware of and comply with policies and procedures relating to child protection, health and 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 |
|  | **Customer Care -** To provide quality services that are what our customers want and need. To give customers the opportunity to comment or complain if they need to. To work with customers and do what needs to be done to meet their needs. To inform your manager about what customers say in relation to the services delivered. |
|  | **Develop oneself and others** - To make every effort to access development opportunities and ensure you spend time with your manager identifying your development needs through your personal development plan. To be ready to share learning with others |
|  | **Valuing Diversity** - To accept everyone has a right to their distinct identity. To treat everyone with dignity and respect and to ensure that what all our customers tell us is valued by reporting it back into the organisation. To be responsible for promoting and participating in the achievement of the departmental valuing diversity action plan. |

**The post holder may reasonably be expected to undertake other duties commensurate with the level of responsibility that may be allocated from time to time.**

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| **Date Job Description prepared/updated** |  |
| **Job Description prepared by** |  |



**PERSON SPECIFICATION**

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| **School** |  |
| **Job Title** | Clerical Assistant |
| **Grade** | 2 |

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| **STAGE ONE** | Disabled Candidates are guaranteed an interview if they meet the essential criteria |

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| **MINIMUM ESSENTIAL REQUIREMENTS** | | **METHOD OF ASSESSMENT** |
| **1. Skills and Knowledge** | | |
| 1.1 | Basic awareness of first aid | Application Form/Interview |
| 1.2 | Good understanding and ability to use relevant technology e.g. photocopier | Application Form/Interview |
| 1.3 | Basic Keyboard/computer skills | Application Form/Interview |
| 1.4 | Participate in development and training opportunities | Application Form/Interview |
| 1.5 | Ability to relate well to children and adults | Application Form/Interview |
| 1.6 | Work constructively as part of a team, understanding school roles and responsibilities and your own position within these. | Application Form/Interview |
| 1.7 | To be able to respond to management instruction to ensure tasks are completed within specified timeframes | Application Form/Interview |
| 1.8 | **Customer Care –** Listen and respond to customer need, seek out innovative ways of consulting service users and engaging partners. Network with others to develop services for the benefit of the service users. | Application Form/Interview |
| 1.9 | Valuing Diversity - Listen, support and monitor the diverse contributions made to service development without prejudice. Challenge behaviours and processes which do not positively advance the diversity agenda whilst being prepared to accept feedback about own behaviour. Recognise people’s strengths, aspirations and abilities and help to develop their potential. Understand how Valuing Diversity can improve our ability to deliver better services and reduce disadvantage. | Application Form/Interview |
| 1.10 | **Developing Self and Others** – Ability to question, and request right training and development that links to the post, to seek opportunities that add to skills and knowledge, to respond positively to opportunities that arise. And to support others’ learning and share learning with others | Application Form/Interview |

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| **2. Experience/Qualifications/Training etc** | | |
| 2.1 | Good numeracy/literacy skills | Application Form |
| 2.2 | Willingness to participate in relevant training and development opportunities | Application Form/Interview |

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| **3. Work Related Circumstances – Professional Values & Practices** | | |
| 3.1 | High expectations of all pupils; respect for their social, cultural, linguistic, religious and ethnic background and a commitment to raising their educational achievements | Application Form & Interview |
| 3.2 | Ability to build and maintain successful relationships with pupils, treat them consistently, with respect and consideration and demonstrate concern for their development as learners | Application Form & Interview |
| 3.3 | Demonstrate and promote the positive values, attitudes and behaviour they expect from the pupils with whom they work | Application Form & Interview |
| 3.4 | Ability to work collaboratively with colleagues and carry out role effectively, knowing when to seek help and advice | Application Form & Interview |
| 3.5 | Able to liaise sensitively and effectively with parents and carers recognising their role in pupil learning | Application Form & Interview |
| 3.6 | Able to improve their own practice through observations, evaluations and discussion with colleagues. | Application Form & Interview |

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| **STAGE TWO** | Will only be used in the event of a large number of applicants meeting the minimum essential requirements |

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| **ADDITIONAL REQUIREMENTS** | | **METHOD OF ASSESSMENT** |
| **1. Skills and Knowledge** | | |
| 1.1 | Understanding of other basic technology, video, photocopier, computer | Application Form |

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| **2. Experience/Qualifications/Training etc** | | |
| 2.1 | NVQ Level 1/Level 2 or equivalent qualification or experience in relevant discipline | Application Form/Interview |

**Note to Applicants: Please try to show in your application form, how best you meet these requirements**

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| **Date Person Specification prepared/updated** |  |
| **Person Specification prepared by** |  |