JOB PROFILE

Clerical/Admin Assistant

Incorporates

Section 1 **Post Descriptor**

Section 2 **Person Descriptor**

SECTION 1: POST DESCRIPTOR

1. JOB DETAILS

Job Title: Clerical/Admin Assistant	**Section:** Primary School
Reports to: Head Teacher	**Grade:** 3
Post Number: ES0548	**Gauge Reference:** A3558

2. JOB PURPOSE

To provide high quality administrative support for the School and to undertake a range of tasks in accordance with predetermined procedures or instructions to effectively provide clerical support to the establishment.

3. DIMENSIONS and SCOPE OF JOB
(including budgetary and staffing responsibilities)

Budget: None

Staffing Direct: None

Staffing Indirect: None

4. ORGANISATIONAL CHART
(shows levels directly above and below this post and includes grades of posts)

Head Teacher

Clerical Assistant Grade 3

Clerical Assistant Grade 1

5. ROLE OF DEPARTMENT/SECTION

Education, Learning & Attainment is responsible for the delivery of all educational services to the people of West Dunbartonshire. This includes: Early Years, Early Learning and Child Care, Primary, Secondary and Additional Needs, Psychological Services.

6. KEY ACTIVITIES, RESPONSIBILITIES and OUTCOMES

- Providing clerical/administrative support to the school
- Word processing, photocopying, mail, invoice logging, filing and distributing materials
- Keeping children's records up to date on the Click & Go system (training can be provided)
- Creating, amending and maintaining electronic and manual filing systems
- Order supplies and maintaining inventories
- Answering the telephone, transferring and logging calls
- Updating and maintaining databases
- Keeping financial records up to date
- Any other clerical / administrative duties as assigned by the Head Teacher

7. PROBLEM SOLVING

The post holder would deal with day to day queries and will be required to interpret information, policy and procedure to respond to such queries. Complex matters will be escalated as appropriate.

8. PLANNING

Ensuring databases are kept up to date on a regular basis.

9. ASSIGNMENT AND REVIEW OF WORK

Participate in training as and when required.

10. COMMUNICATIONS AND WORKING RELATIONSHIPS

Internal communications and working relationships:

Communicating with colleagues and management within the school.

External communications and working relationships:

Communicating with parents and external.

11. DECISION MAKING

There is a management team available within the School to advise and support the post holder when necessary.

12. MOST CHALLENGING PART OF THE JOB

Dealing with enquiries from parents and visitors to the schools and providing assistance to pupils and staff.

13. GENERAL

Disclosure: PVG - Children

Politically Restricted Post: N/A

14. WDC TRAINING

West Dunbartonshire Council – Operates Skills Passports for all employees, which details the training available and timescales for undertaking courses. Skills passports are available via the Council's Intranet Organisational Development & Change

- Skills Passport A – New Entrant Employee Passport

Includes WDC Induction; Equality & Diversity; Data Protection (GDPR) & Security Awareness and relevant i-learn modules;
Policy Reading: Code Of Conduct; ICT Information Security Policy and Acceptable Use Policy

- Skills Passport B – WDC Employee Passport

Includes relevant i-learn modules

15. ROLE SPECIFIC TRAINING

Listed below are the training requirements which must be completed in order to undertake this position, with timescales where appropriate. Noting this is in addition to generic WDC training listed above.

- Safe guarding children

SECTION 2: PERSON DESCRIPTOR

Essential	Desirable
Qualifications	
An appropriate qualification or equivalent experience in office administration and Microsoft Office is required	
Training	
Willing to participate in training	
Experience	
Experience of working in a clerical support role	
Knowledge and Skill	
Knowledge of office procedures, word processing, Microsoft Office, in particular Word, Excel and Outlook	Keyboard Skills
Must have good interpersonal skills, including confidence	Experience of using PECOS and SEEMIS systems
Effective time management and organisational skills are essential, particularly in dealing with multiple priorities and deadlines	
Disposition	
Ability to work on own initiative but to raise issues where appropriate.	
Must be able to deal effectively with service users both in person and on the telephone.	
Awareness and understanding of all staff's duty of care to all pupils	