Clerical Admin Assistant

JOB PROFILE

Incorporates

Section 1 **Post Descriptor**

Section 2 **Person Specification**

SECTION 1: POST DESCRIPTOR

1. JOB DETAILS

Job Title: Clerical Admin Assistant	
Department: Education, Learning & Attainment	**Section: Education – Secondary Schools**
Reports to: Business Manager	**Grade: 3**
Position Number: ES0391	**Gauge Reference:**

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.

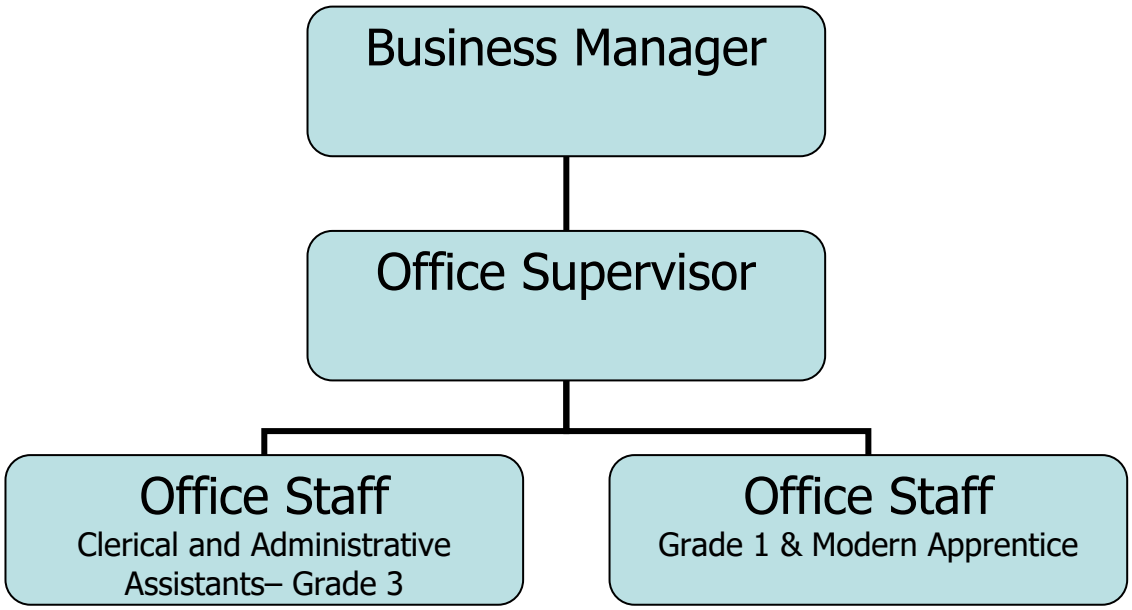
3. DIMENSIONS and SCOPE OF JOB (including budgetary and staffing responsibilities)

Budget:
The post holder has no budget responsibility

Staffing Direct:
The post holder has no direct staffing responsibilities

Staffing Indirect:
The post holder has no indirect staffing responsibilities.

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



5. ROLE OF DEPARTMENT/SECTION

Transformation & Public Service Reform is responsible for the delivery of all educational and cultural services to the people of West Dunbartonshire. This includes Pre-school, Primary, Secondary and Special Schools, Libraries and Museums.

6. KEY ACTIVITIES, RESPONSIBILITIES and OUTCOMES

- Undertake general office duties which will include: using the school photocopier and fax equipment, receiving, acknowledging, distributing and posting mail, general filing of documents.
- Undertake reception duties, greeting visitors and signing them into the premises and referring them to appropriate staff, answering telephones, directing calls and taking messages
- Dealing with parents and visitors to the school.
- Prepare basic correspondence using templates and existing form letters, or other documentation.
- Establishing and maintaining pupil disciplinary records via a database in conjunction with Pastoral Care staff and SMT.
- Assist in the preparation and collation of written documentation for circulation, including drafting, formatting and editing of such documentation.
- Maintaining hard copy and electronic filing systems and management information systems.
- Assist with procedures relating to SQA, UCAS, EMA and Scot Ex Ed Census Information.
- Processing, compiling, storing, retrieving and distributing various documents, data and records to meet all school and department requirements.

- Provide accurate minutes for internal and external meetings as appropriate, such as Board of Studies, JAT, SAT and Pupil Support.
- Maintain and collate pupil records
- Liaising with staff and parents regarding sick pupils.
- Cash Handling
- Providing administration and data entry support to School Fund.
- Providing administration and data entry support via Webuy for all purchasing requests, including miss-matching invoices.

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

The post holder is responsible for management of their own workload, working to deadlines which may at times be conflicting.

9. ASSIGNMENT AND REVIEW OF WORK

The post holder reports to the Office Supervisor who will manage the day to day assignment of work.

10. COMMUNICATIONS AND WORKING RELATIONSHIPS

Internal communications and working relationships:
All teaching and non teaching staff within the school, linking with corporate colleagues for support and advice on personnel and finance issues, health and safety and the application of council policy and procedure.

External communications and working relationships:
The post holder may at times be required to contact external organisations and Parents. Contacts may include further education colleges, SEEMIS, HMIE, Outside agencies and service providers.

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

The most challenging part of the job is juggling the varying demands of a schools office, managing deadlines and the varying demands of parents and clients.

13. GENERAL

Disclosure/PVG membership: PVG children

Politically Restricted Post: Not applicable to this post

The duties and responsibilities contained within this Post Descriptor are neither exclusive nor exhaustive as the postholder may be required to undertake other reasonably determined duties commensurate with the level and grade of the post without changing the general character and nature of the post.

The Post Descriptor may be subject to revision, depending on the future needs of the post and the organisation, following appropriate consultation.

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

No mandatory training required.

SECTION 2: PERSON SPECIFICATION

Essential	Desirable
Qualifications/Professional Membership	
Administration related qualification or equivalent relevant experience in an administration and / or business environment.	
	EDCL or equivalent qualification
Training	
Experience	
Experience of Working within a busy office environment	Experience of working within an educational environment.
Experience of using Microsoft Word, Access, Excel, Powerpoint and email etc.,	Experience of Seemis, Click and go
Experience of financial monitoring systems.	Experience of financial monitoring systems within an education environment.
Knowledge and Skill	
Proficient in IT with the ability to generate spreadsheets, ensuring accurate data reporting (including statistical enquiries) obtain and collate information as required.	Knowledge of administrative procedures within an educational environment.
Ability to organise and prioritise workload, in accordance with objectives and targets.	
First class interpersonal and communication skills (both written and verbal).	
Ability to establish credibility, confidence and trust with Managers.	
Ability to balance conflicting priorities and meet deadlines.	
Must be able to effectively deal with teachers, pupils and parents, both in person and over the telephone.	
Ability to produce accurate reports and minutes.	
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.	