JOB DESCRIPTION - CHILDREN AND FAMILIES SERVICE

IDENTIFICATION

Post Title:	Secondary School Support Assistant	Post Ref:	
Section:	Secondary	Grade:	3
Responsible to:	Administrative Officer		
Responsible for:			

JOB PURPOSE

As part of a cohesive support team providing practical and clerical support service throughout the school day. Provide support within the school office and practical subject departments throughout the school.

PRINCIPAL WORKING CONTACTS

Head Teacher
Business Manager
Teaching Staff
Support Staff
Pupils
Parents/Carers
Outside Agencies
Staff within Children and Families Service

MAIN DUTIES

Note: *This is a generic job description covering support tasks within Secondary Schools. Secondary School Support Assistants will undertake a range of duties across the school depending on their qualification, training and experience from the following:-*

Provide a General Reception Service

Receiving visitors, in accordance with appropriate procedures, responding to their needs and requests.

Dealing with internal/external telephone calls, dealing with enquiries which may include obtaining or passing information, or passing caller on to the appropriate source.

Dealing with pupil requests and enquiries.

Receiving mail, prepare outgoing internal and external mail using electronic techniques wherever practicable.

Provide an office based service to include:-

Providing a general clerical support service to the Head Teacher and members of the Senior Management Team (including maintenance of diaries, arranging/servicing meetings, etc.)

Producing letters, e-mail, reports, returns and other documents, answering routine correspondence within prescribed limits.

Undertaking general admin/clerical tasks, eg photocopying, scanning, filing, etc, prepare, collate and ensure distribution of documentation using 'paperless' techniques wherever practicable

Undertake financial and resourcing activities, in accordance with appropriate controls to include:-

Receiving monies from pupils/staff, and assist with banking processes

Assisting with the administration of school meals, eg assist with banking money, compile and check returns as required.

Issuing forms and documentation to parents as required using electronic methods wherever possible

Processing staff applications for courses and conferences, including expenses claims.

Collating and processing monthly travelling and subsistence claim forms.

Maintenance of stationery requirements

Provide a comprehensive information processing service for the school, making full use of appropriate computer equipment and software packages to include:-

Input, extraction and distribution of data, reports and resource materials as required

Supporting the arrangements for examinations and assessments

Assist with the administration of pupil course choice information, timetabling and work experience.

Raise requisitions for goods and services required and provide support to other staff on the ordering procedures within school.

Goods receipt orders.

Input, check and authorise invoice information

Health and Wellbeing Activities

Undertake first aid procedures in accordance with good practice and training, including administration of medication.

Making arrangements for school medical and dental examinations.

Assist with the administration of school trips, including filing risk assessments and consent forms, etc.

Classroom Assistance

Maintain inventory for resources, including cataloguing, filing resources, stamp textbooks, check books for damage and graffiti. Repair any damage if possible.

Assist teaching staff with wall displays and activities

Assist with preparation for classes in practical subjects, eg food preparation in Home Economics

Undertake any other duties which may be allocated as and when required which are commensurate with grade.

OTHER DUTIES

This job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties and it is recognised that jobs change and evolve over time. Consequently, this is not a contractual document and the postholder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job.

PERSON SPECIFICATION

POST TITLE: Secondary School Support Assistant

DEPARTMENT/SECTION: Children and Families

	ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS	METHOD OF ASSESSMENT
PROFESSIONAL/ EDUCATIONAL QUALIFICATIONS	3 National 4s, or equivalent, to include English and Maths Current first aid certificate & food hygiene qualification or be willing to gain this.	ECDL	Application form
RELEVANT WORK/OTHER EXPERIENCE	Relevant experience in a busy office, including phones/ reception, email and printing Working knowledge of Microsoft Excel and Word Experience of working with young people or customers	Experience in a school Cash Handling Experience of organising resources	Application form/ Interview/ Reference
PARTICULAR SKILLS/ABILITIES	Keyboard skills Telephone/reception skills Good customer service skills Good written and verbal communication skills Ability to maintain confidentiality. Ability to work as part of a team Ability to work with minimum supervision		Application form/ Interview/ Reference
PERSONAL QUALITIES	Friendly, open nature Flexible attitude to sharing responsibilities Reliable, conscientious Ability to deal with challenging conversations Empathy with Children/ Young People		Application form/ Interview/ Reference

	ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS	METHOD OF ASSESSMENT
ANY ADDITIONAL JOB RELATED REQUIREMENTS	Willingness to undertake training Member of PVG Scheme or be willing to become a member of the PVG Scheme with satisfactory Scheme Record and or Scheme Record Update		