

**Part A - Grade & Structure Information**

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| **Job Family Code** | **5BF** | **Role Title** | **Administrative Assistant L2** |
| **Grade** | **P5** | **Reports to (role title)** | **Head Teacher** |
| **JE Band** | 161-191 | **School** | **The Howard Partnership Trust** |
| **Date Role Profile created** | **September 2019** |
| **Part B - Job Family Description**  The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis. | | | |
| **Role Purpose**  including key outputs | | Act as Personal Assistant (PA) to the Head Teacher/School Leadership Team and undertake a full range of secretarial and administrative duties and specific projects to enable the school to run efficiently.  Key deliverables to include:   * As PA manage the Head Teachers appointments diary and meeting arrangements, handle confidential queries and issues, deal with external agencies as needed, prepare and despatch correspondence and take minutes when required * Support the activities of the school office undertaking administrative and welfare duties as required * Liaise with Senior management and other staff concerning priorities, deadlines, policies and procedures and maintain effective communication systems both within the school and externally * Manage projects and key school activities which enhance the curriculum and enrich the life of the school within the community | |
| **THPT Work Context and Generic Responsibilities** | | * Maintain confidentiality in and outside of the workplace * Be pro-active in matters relating to health and safety and report accidents as required * Support aims and ethos of the school setting a good example in terms of dress, behaviour, punctuality and behaviour, punctuality and attendance | |
| **Line management responsibility**  if applicable | | N/A | |
| **Budget responsibility**  if applicable | | N/A | |
| **Representative Accountabilities** Typical accountabilities in roles at this level in this job family | | **Analysis, Reporting & Documentation** • Ensure information and records are processed and stored to agreed procedures. • Assist in providing and manipulating basic data for statistical and other reports. May run and present standard reports. • Prepare and despatch a range of standard correspondence/documents to ensure an efficient response to enquiries and timely conclusion of any process connected with the defined area of activity.   **Service Delivery** • Deliver a range of administrative and/or customer/consultancy services in support of existing systems or processes to agreed standards, to maximise service quality and continuity. • Receive and respond to everyday enquiries from customers to provide a timely, courteous and efficient service.  **Planning & Organising** • Support a group of senior staff, ensuring confidentiality, and assisting in the effective organisation of internal/external meetings and activities to support a high standard of office organisation. • Assess the range and volume of work to be undertaken for the days ahead and plan to ensure it is completed to time and to an appropriate standard.  **Finance/Resource Management** • Follow established ordering procedures to ensure adequate resources are available to meet work requirements.  **Work with others** • Receive visitors and provide/request basic information in a courteous manner to promote a positive image of the work unit.  **Duties for all** Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required. To have regard to and comply with safeguarding policy and procedure as appropriate. | |
| **Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics** | | • Minimum 3 GCSEs at Grade C or above, or equivalent, or able to evidence ability at an equivalent level. • Familiar with one or more of the specific processes used in business, communication, financial or HR administration. • Ability to apply relevant health and safety, equality and diversity, and other county/service policies and procedures. • Competent in a range of IT tools. • Ability to work with others to achieve objectives and provide excellent customer service. • Good written and oral communication skills with the ability to build sound relationships with staff and customers. • Ability to prioritise and plan own workload in the context of conflicting priorities. • Experience of working in a busy office environment. | |
| **Details of the specific qualifications and/or experience if required for the role in line**  **with the above description** | | The successful candidate will be subject to a satisfactory enhanced disclosure from the Disclosure and Barring Service (DBS). THPT is committed to the safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. | |
| **Role Summary** | | Roles at this level provide a business support service as part of a specific service or service team. They work within established processes and procedures, resolving problems or queries with the more complex issues referred to others. They support more senior staff by executing the detailed processes in specific aspects of business, financial, communication, facilities and/or HR administration and will be fully versed in all procedures of their specialism. They will be subject to supervision but will be expected to organise their own workload and set their own priorities within short, e.g. day-to-day timescales. They may support a group of more senior staff with some of the more routine duties and ensure matters are dealt with appropriately when they are out of the office. Some roles at this level may be more restricted in terms of variety or organisation of tasks than others. Where this is the case, customer service may be the predominant feature. | |

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