



## JOB DESCRIPTION

**Job Title:** School Secretary

**Salary:** TPAT Point 8

**Responsible to:** Headteacher

**Direct Supervisory Responsibility for:** None

**Important Functional Relationships: Internal/External:** TPAT, Local Governing Body, Teachers, Support Staff, Pupils, Students, Parents/Carers, Suppliers of Goods & Services, External Professional Bodies & Visitors

### Main Purpose of the Job:

- To be the first point of contact for all visitors to the school (in person and by telephone), ensuring the school is presented in an efficient, welcoming and attractive manner.
- To provide high quality administrative and clerical support to the school to ensure the smooth running of a busy school office/reception.
- To interact on a professional level with other colleagues and seek to establish and maintain productive relationships with children and parents/carers.
- To represent the school with both internal and external bodies.
- To promote the school through all communication channels.

Your administrative role and duties will depend on the size of your school and therefore the size of the administration team. You may not be required to undertake every duty listed below and you may be asked to undertake additional duties that are at the appropriate level of responsibility for your post. The details below are not exhaustive, and each school will have their own requirements.

### Main Duties and Responsibilities:

#### Administration

- To provide a professional and confidential administrative service for the school including the processing of correspondence, reports, publications and other documents as required.
- To undertake the necessary administration associated with the school's intake of new pupils and pupils leaving the school, ensuring records are forwarded appropriately. To maintain pupil records appropriately ensuring confidentiality with such records.
- To organise and maintain the Headteacher's diary, arranging appointments and liaising with the Headteacher regularly to follow up on external and internal communications.
- To follow absence management procedures for staff, recording daily staff absence and providing daily updates to the Headteacher.
- To promote positive attitudes by pupils and families towards education and to ensure that parents and carers are made fully aware of their statutory responsibilities.

- To be responsible for managing and maintaining the school website and engagement on social media platforms, app and text messaging facility, liaising with relevant staff to ensure it is kept up to date.
- To arrange supply staff as directed by the Headteacher.
- To be responsible for the maintenance of electronic and manual records, reports and statistics as required including updating Arbor and other school records to ensure all files for students and staff remain up-to-date and in accordance with Data Protection legislative requirements and to participate in maintaining back-up systems.
- To support the Headteacher and TPAT Talent team with the recruitment process as and when required.
- Following TPAT HR and school procedures using standard and template letters to ensuring school/trust wide consistency regarding changes to employment and leaving; producing letters, ensuring required documentation is completed and maintaining a robust administration system in line with keeping children safe in education and related regulations.
- Production and collation of monthly payroll documents, such as new starters, contractual changes, overtime, expenses, additional payments, leavers, sickness absence etc for submission via The Vault to the TPAT payroll team for processing, by the monthly payroll deadline.
- To manage the Single Central Record on a daily basis, ensuring that it is updated with any changes as appropriate.
- Undertake any statutory annual returns, such as school census and the school workforce census.
- To ensure the provision of administrative support in respect of timetables, registers and absences, lettings diary, staff sickness, post book, school meals, school events / outings and absences.
- Be responsible for the administration of school lettings, liaising with the Headteacher, TPAT operations team and hirer where necessary.
- Arrange and book workshops, CPD and training courses for staff as directed by the Headteacher.
- To co-ordinate visiting groups to school in liaison with the teaching staff.
- Ensure that school clubs information is up to date, to include the administration of the running of Holiday Clubs and posting the events.
- To arrange and co-ordinate administration arising from school photographs.
- To take a supporting role in the marketing/publicity of the school.
- Manage any enquiries regarding Parent Pay/Arbor Pay and help parents / carers with any issues as and when they arise and log issues on the system, following them through to resolution.
- To support all compliance related activities and administration as directed by the Trust HUB Facility Managers/Operations Leads.
- Attend school meetings and take minutes where required.

#### **Clerical**

- To undertake filing, photocopying and be responsible for overseeing the workings and maintenance of the photocopier - to include managing paper supplies and replenishing stocks.
- To support the schools wider administrative function by organising stock control and stationary, filing, maintaining office equipment.
- To check emails and the items posted on the school's website as well as communication via the app or text messaging services.
- To be responsible for the sorting and distribution of incoming post and for sending outgoing post, as appropriate.
- To promote the school through all communication channels eg newsletters, class letters, school dinner menu, etc using a range of media.

- To oversee the maintenance and updating of information for the school notice boards located around school premises.
- Administering the school diary on a daily basis and completing the weekly planner.
- To assist in the booking of staff courses, school trips, parents evenings etc, sending notifications to the correct audience.
- To establish and ensure maintenance of accurate filing systems including computerised files; maintaining pupil and staff files on a daily basis.
- To be responsible for keeping files tidy and the archiving of files in line with the school's data retention policy, dispose of files in a timely manner using the confidential waste service provided. Maintain the electronic archive register and manage accordingly with the rest of the school team.
- During busy periods at the school this role may also support the processing of examination entries, student coursework and results.

### **Reception**

- To meet and greet visitors in line with the school's visitor procedure and receive and prioritise incoming telephone calls and deal with them appropriately. To ensure all communication is done with professional and consideration of confidentiality and sensitivity.
- To answer the telephone, answerphone, distributing messages and managing the school email address in a friendly, professional and efficient manner.
- To maintain positive, nurturing relationships with staff, parents and children. Acknowledge challenging situations without judgement and deal with stressful or conflict situations with kindness and empathy.
- To ensure school security arrangements and safeguarding processes are always complied with, including the issue of visitors' badges and the signing of the visitors' book/electronic system.
- To accept and sign for deliveries, as appropriate.
- To provide hospitality for visitors to the school and to organise adequate refreshments for events and activities.
- To arrange room bookings within the school.

### **Finance**

- To support local school purchasing adhering to Procurement Policy.
- To request the raising of school sales invoices in line with the Trust's financial procedures.
- To prepare all monies and cheques received by the school for banking, adhering to TPAT's Cash Handling Policy.
- Ensure that all educational visits, trips and events are set up on Parent Pay/Arbor (or school equivalent system) and monitor parent / carer payments - reporting to SLT as and when required.
- To code income received in line with TPAT financial procedures. To monitor all payments received from parents including nursery payments, trips etc on a regular basis and to administer the receipt and banking of various monies.
- To support the administrative and financial requirements in regard to nursery funding and payments as directed by the Headteacher.
- To use IT systems to extract data and record information including statistical data, providing reports as requested by the senior leadership team.
- Treat all information sensitively in line with the school's GDPR / data retention policies ensuring confidentiality at all times.

### **Attendance**

- To process school registers as a priority every morning, ensuring that accurate records are kept for absent children.

- To contribute to raising achievement by improving school attendance and making appropriate phone calls to establish reasons for absence.
- To provide a specialist service to assist the school in meeting its obligations and targets in relation to school attendance, especially persistent absence.
- To be the first point of contact for telephone, answerphone and face-to-face enquiries and taking messages where appropriate.
- To record the late arrival, collection and absences of children, establishing the reasons for the lateness and ensuring that the information is passed on to the appropriate person.
- Confirming “looked after children” have attended school.
- To assist with the school’s strategies to promote the regular and punctual attendance of all pupils and assist with the implementation of the strategies.

#### **Standards and Quality Assurance**

- Articulate and promote the school’s aims and ethos with parents, carers, pupils, staff, visitors and the wider community.
- Hold and articulate clear values and moral purpose, leading by example with integrity, creativity, clarity and resilience.
- Demonstrate optimistic personal behaviour and model positive relationships and attitudes towards pupils and staff.
- To set a good example in terms of dress, punctuality and attendance.
- To attend INSET days, staff meetings and school events as required.
- To participate in training and development discussions and activities to maintain the skills and competencies required for the role.
- To provide cover in case of absence of other administrative staff.
- To manage and prioritise your own workload in line with school requirements.

#### **General / Other**

- To ensure that pupils needs are prioritised and to have a clear sight of how this role impacts on the School’s and the Trust’s pupils at all times.
- To act as a Trust team member and provide support and cover for other staff where needs arise inclusive of work at other sites within a reasonable travel distance.
- To be aware of and adhere to all School and Trust policies and procedures.
- To undertake mandatory training as required by the School / Trust.
- To be responsible for your own continuing self-development and attend meetings as appropriate.
- To undertake other duties appropriate to the post as required.

This job description is not exhaustive and does not form part of your contract of employment. It has been prepared only for the purpose of school organisation and may change either as your contract changes or as the organisation of the school is changed. Nothing will be changed without consultation. This document will be reviewed annually as part of the appraisal process or as appropriate.

The Trust is committed to safeguarding, promoting the welfare of children and to ensuring a culture of valuing diversity and ensuring equality of opportunities.



## PERSON SPECIFICATION – School Secretary

Person Specification	Essential	Desirable	Recruiting Method
<b>Education and Training</b>	GCSE's or equivalent to include Maths & English at a C grade or above  NVQ in business administration or equivalent experience	Admin or IT related qualifications at level 3  Typing and word processing certificates  First Aid Trained	Application  Certificates
<b>Skills and Experience</b>	Good standard of practical knowledge, skills and experience of working in an office environment  Excellent customer service and communication skills  Experience of working within a school or similar environment  Ability to work closely as part of a team as well as working under your own initiative  Able to prioritise between different demands  Able to meet deadlines and plan and manage own time effectively	Experienced school secretary / administrator  Experience of working with children, young people, parents and families in a school or similar environment  Working with professionals from other agencies  Supervising and supporting other colleagues  Experience of using Arbor or similar data base	Application  Interview  Assessment
<b>Specialist Knowledge and Skills</b>	Able & confident in the use of IT – Office 365, word, excel, outlook – with great typing and word processing skills  Demonstrate an understanding of issues linked to confidentiality  Excellent communication skills, both written and verbal  Excellent telephone manner  Excellent listening and organisational skills  High level of accuracy and attention to detail  Demonstrates an awareness, understanding and commitment to the protection and safeguarding of children and young people	Minute-taking skills  Experience of absence / attendance management	Application  Interview  Assessment

	Demonstrates an awareness, understanding and commitment to equal opportunities		
<b>Behaviours and Values</b>	<p>Confident, proactive &amp; self-motivated with a high level of initiative</p> <p>Demonstrate an ability to cope with stressful / conflict situations</p> <p>Able to hold challenging conversations and maintain a calm manner at all times</p> <p>Ability to maintain positive, nurturing relationships with staff, parents and children</p> <p>Excellent organisational and interpersonal skills to include filing both paper and electronically</p> <p>Ability to follow all school policies</p> <p>Enthusiastic, hardworking and committed</p> <p>Integrity &amp; Sensitivity</p> <p>Discretion &amp; Confidentiality</p> <p>Kindness &amp; Empathy</p> <p>Flexibility &amp; Sense of Humour</p> <p>Willingness to learn and adapt to embrace new change initiatives</p>	<p>Willingness to play a full role in the life of the school</p> <p>Show a commitment to school improvement</p>	<p>Application Interview Assessment</p>

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