

Job Description – School Secretary (With Reception & Attendance Duties)

JOB DESCRIPTION

Job Title:	School Secretary (with reception & attendance duties)
Salary:	TPAT Point 8 (£25,273 pro rata)
Responsible to:	Headteacher & SLT
Direct Supervisory Responsibility for:	None
Important Functional Relationships:	TPAT, Local Governing Body, Teachers, Support Staff, Pupils, Students, Parents/Carers, Governors, External Professional Bodies, Department for Education (DfE), Suppliers of Goods & Services, Visitors

Main Purpose of the Job:

- An enthusiastic and committed administrator to provide high quality administrative and clerical support to the school to ensure the smooth running of a busy office;
- To interact on a professional level with other colleagues and seek to establish and maintain productive relationships with children and parents / carers;
- To be the first point of contact (in person and by telephone) for all visitors to the school, ensuring the school is presented in an efficient, welcoming and attractive manner.

Main Duties and Responsibilities:

Administrative & Clerical Duties

- To provide a professional and confidential secretarial and administrative service for the school including word processing of correspondence, reports, publications and other documents as required;
- 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 undertake the necessary administration associated with the school's intake of new pupils and pupils leaving the school, ensuring records are forwarded appropriately and securely. To maintain pupil records appropriately ensuring confidentiality with such records;
- 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;
- 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 attend confidential meetings when requested and take notes / minutes as and when required;
- To manage job adverts and the recruitment process as and when required;
- HR administration from recruitment, 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;
- Following TPAT and school procedures from recruitment to retirement, using standard and template letters and ensuring school / trust wide consistency;
- Production and collation of monthly payroll documents, such as new starters, contractual changes, overtime, expenses, additional payments, leavers etc for submission to the TPAT payroll team for processing, by the monthly payroll deadline;
- To update Arbor and other school systems every time there is a change to a pupil or staff record, ensuring all electronic and paper files remain up-to-date and in accordance with data protection legislation, and to participate in maintaining back-up systems;
- To manage the single central record on a daily basis, ensuring that it is updated with any changes as appropriate;

- To be fully aware of and carry out all work in line with safeguarding and child protection procedures;
- To support the schools wider administrative function by organising stock control and stationary, filing, maintaining office equipment, dealing with incoming and outgoing mail;
- During busy periods at the school this role may also support the processing of finance or examination administration, as directed by the Headteacher;
- To be responsible for managing and maintaining the school website, app and text messaging facility, liaising with relevant staff to ensure it is kept up-to-date;
- Be responsible for the administration of school lettings, liaising with the Caretaker and hirer where necessary;
- To arrange supply staff as required;
- To ensure that school clubs information is up-to-date & registers are recorded;
- To arrange and co-ordinate administration relating to school photographs;
- To take a supporting role in the marketing / publicity of the school;
- To promote the school through all communication channels; producing weekly newsletters, class letters, school dinner menu etc and using a range of media;
- Use Arbor to maintain pupil data, personnel data and school information;
- To use IT systems to produce / complete / submit statutory reports and returns, often to tight timescales and record information including statistical information on behalf of and for the Headteacher (eg attendance reports, staffing reports etc);
- Undertake any statutory annual returns, such as the school workforce census;
- Establish and ensure maintenance of accurate filing systems, including computerised file; maintaining pupil and staff files on a daily basis;
- To be responsible for the archiving of files in line with the school's data retention policy and 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;
- To periodically undertake personnel file audits so that information held remains compliant;
- To manage staffing reports, ensuring that they remain accurate;
- To undertake filing, photocopying and be responsible for overseeing the works and maintenance of the photocopier; including managing paper supplies and replenishing stocks;
- Booking staff training courses, school trips, parents evenings etc, sending notifications to the correct audience;
- Attend meetings and training courses as required;
- Read, observe and keep up-to-date with all school policies and procedures, complying with all policies as directed and especially the safeguarding of children, equal opportunities, health and safety, confidentiality and data protection, and report any concerns to an appropriate person;
- Ensure that you follow the trust's intranet guidance with regard to policies and procedures at all times;
- Treat all information sensitively in line with the school's GDPR / data retention policies ensuring confidentiality at all times;
- Support the processing of invoicing, ordering and financial processing;
- To undertake any additional duties relevant to the role and deemed appropriate and commensurate with the grading of the post, as required.

Reception Duties

- Greeting all parents, carers and visitors with professionalism and comply with safeguarding processes;
- To meet and greet visitors in line with the school's visitor's procedure; to receive and prioritise incoming telephone calls and deal with them appropriately;
- To confidently deal with parents, staff, pupils and visitors in person, by email and manage written correspondence as directed by the Headteacher, and to treat such matters with confidentiality and sensitivity;
- To answer the telephone and manage the school email address in a friendly, professional and efficient manner;
- To be able to hold challenging conversations and maintain a calm manner at all times;
- To be a good listener, acknowledge challenging situations without judgement and deal with stressful or conflict situations with kindness and empathy;
- To maintain positive, nurturing relationships with staff, parents and children;

- Answer both internal and external telephone calls and deal with the queries; taking accurate messages from the answerphone and distributing messages as required;
- To manage enquiries and follow them through to resolution;
- To be responsible for the sorting and distribution of incoming post and for sending outgoing post, as appropriate;
- To ensure school security arrangements are always complied with, including the issue of visitor 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;
- To oversee the maintenance and updating of information for the school notice boards located around the school premises;
- Administering the school diary and completing the weekly planner.

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 participate in arrangements made for appraisal;
- 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 occasional work at other sites within a reasonable travel distance;
- To be aware of and adhere to all Trust policies and procedures;
- To undertake mandatory training as required by the 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 (with reception & attendance duties)

Person Specification	Essential	Desirable	Recruiting Method
Education and Training	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	Application Certificates
Skills and Experience	Good standard of practical knowledge, skills and experience of working in an office environment A practical working knowledge IT applications, inclusive of word, pages, excel and powerpoint Excellent customer service and communication skills Experience of working within a school or similar environment	Experienced school secretary / administrator Experience of using SIMS / Scholar Pack / Arbor	Application Interview Assessment
Specialist Knowledge and Skills	Able & confident in the use of IT – word, excel, outlook – with great typing and word processing skills Knowledge of book keeping and maintaining accounts Good oral & written skills Strong organisational skills Minute-taking 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 Demonstrates an awareness, understanding and commitment to equal opportunities	Financial accounts experience Experience of absence / attendance management	Application Interview Assessment
Behaviours and Values	Confident, proactive & self-motivated with a high level of initiative Demonstrate an ability to cope with stressful / conflict situations		Application Interview Assessment

	<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 & Sensitivity</p> <p>Discretion & Confidentiality</p> <p>Kindness & Empathy</p> <p>Flexibility & Sense of Humour</p> <p>Willingness to learn and adapt to embrace new change initiatives</p>		
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