JOB DESCRIPTION

EAST RIDING OF YORKSHIRE COUNCIL

Job Title: Support Services Assistant **Post Number**:

Responsible to: School Business Operations Officer **Scale Point**: 4A

Overall Purpose of the Job:

- To provide an effective and timely administrative service across the school, specifically within the Main Office, Student Services, HR areas.

Principal Accountabilities:

- Reception duties based either in Main Reception or Student Services. Answering queries from parents, students and the general public. Using your skills to ensure they receive an excellent service, and ensuring staff, parents and students receive appropriate information.
- Administration of School communications, using the School Management Information System (MIS), emails and postal methods.
- Organisation of electronic diaries linked to the Senior Leadership Team and associated tasks.
- Provide administrative support to the Headteacher appropriate to the grade and level of responsibility of the post.
- Support school staff with catering requests, ensuring food is delivered to meetings on time and cleared away.
- Running of the administration tasks associated with the Schools Positive Discipline system.
- Support the administration of the School Attendance system in order to inform relevant pastoral staff of student attendance.
- Liaising with Year Leaders in respect of issues regarding student attendance recorded on the School MIS.
- Organisation of the administration tasks associated with the School's work experience programme. Using the electronic work experience booking system to identify available placements.
- Administration of School Policies, ensuring reviews are completed in a timely manner by relevant staff and appropriate processes are followed, including approval at Governor Committees and updating School systems.
- Administration of the Free School Meals programme. Distributing and collating information as required.
- Provide support in respect of student Medical Plans and Emergency First Aid.
- Request and collate reports and photographs in respect of Headteacher Updates.
- Providing a clerking services as required and supporting with HR admin.
- Provision of administrative support for the Sixth Form students and staff, under the direction of the Director of Sixth Form.
- Provide administrative support in respect of the finance department, under the direction of the Director of School Business Operations.
- Support with the administration of the Cover Diary and associated tasks, under the direction of the School Business Operations Officer.
- Provision of service in respect of reprographics.
- Support the planning, coordination and administration of projects/school events.
- Supporting other team members with tasks as and when needed.
- Provide administrative support to the administrative team with any appropriate administrative tasks.
- Undertaking any other duties and responsibilities appropriate to the grade and level of responsibility of the post.

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General Information:

1. The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility.
2. The Health and Safety at Work etc. Act, 1974 and other associated legislation places responsibilities for Health and Safety on all employees. Therefore it is the postholder's responsibility to take reasonable care for Health and Safety and Welfare of him/herself and other employees in accordance with legislation.
3. The above duties may involve having access to information of a confidential nature which may be covered by the Data Protection Act, and by Part 1 of Schedule 12A to the Local Government Act, 1972. Confidentiality must be maintained at all times.
4. East Riding of Yorkshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees and volunteers to share this commitment.

PERSON SPECIFICATION

Job Title: Support Services Assistant **Post Number:**

	Essential	Desirable	How Measured During Recruitment and Selection Progress
Experience, Knowledge & Qualifications	□ Good level of education. □ Experience in customer service □ Experience working in a busy office environment □ Experience of handling customer queries in a diplomatic manner.	□ English and Maths level 4 or equivalent. □ Previous experience of working within a school environment. □ Level 2 Administration qualification or equivalent in related area.	Application Form Interview Questions References Qualification Certificates Interview Testing
Skills & Abilities	□ Excellent organisational and administrative skills □ Excellent interpersonal communication skills. □ Ability to work alone. □ Ability to manage own workload with limited supervision □ Excellent IT Skills including Word, Excel, Google & MIS Databases □ Up to 37 hours per week, with some flexibility required to attend school events as appropriate.		Application Form Interview Testing Interview Questions References
Competencies			
	Core	**Role Specific**	
Manage Self	□ Acts with integrity and honesty at all times □ Reflects on and enhances own performance □ Manages workload effectively □ Communicates effectively □ Is assertive, not aggressive □ Presents self well and follows school policies □ Is organised, prepared and equipped for work	□ Is clear, thorough and accurate □ Takes personal responsibility for resolving problems	Application Form Interview Questions References
Working With People	□ Suitable to work with children □ Treats others with respect □ Actively seeks & provides support from/to others □ Displays sensitivity to diverse opinions and contributions □ Works collaboratively with others □ Acts as an ambassador for the school	□ Provides excellent customer service □ Seeks to support across the school □ Selects and successfully applies different methods for communicating effectively	Application Form DBS Interview Questions References

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Effective Use of Resources	• Follows guidelines and instructions to ensure acting within the school procedures • Actively seeks to undertake CPD and takes ownership of own development • Uses appropriate new technologies • Is conscious of costs and value for money	• Seeks ways to improve the services provided to the school and by the school • Contributes to the administrative support and maintenance of accurate school data/information	Application Form Interview Questions References
Achieving Results	• Contributes to projects • Plans own workload to meet agreed deadlines objectives and priorities • Takes personal responsibility for own performance • Has passion and enthusiasm to deliver beyond expectations • Recognises problems and issues as they arise	• Contributes to business processes ensuring effective delivery of requirements • Checks own work for quality against agreed standards	Application Form Interview Questions References
Facilitating Change	• Responds positively to change initiatives • Accepts change as part of the business process • Understands and contributes constructively to change • Plans and implements change within own role • Takes on new or different tasks willingly		Application Form Interview Questions References

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