

**Job Description**

**Date:** September 2018  
**Location:** St Julian's School  
**Post Title** School Support Officer  
 2

**Hours per week / Weeks per year** 37/39

**Responsible To** Assessment and Admin Manager

<b>Job Purpose</b>
Under the instruction/guidance of senior staff, provide routine general clerical, administrative and financial support to the school.
<b>Key Results Areas</b>
<p>To work as a member Support Services team ensuring that an efficient, effective and professional service is provided at St Julian's School.</p> <p>All members of Support Services are accountable and responsible for their particular specialist area. However, there is an expectation that all members will be able to cover for each other in times of absence</p> <p>To provide efficient and effective administrative and business support as required</p>
<p><b>Organisation</b></p> <ul style="list-style-type: none"> <li>● To be the first point of call for visitors to the school, parents, staff and children. As the 'face' of the school the receptionist should be welcoming, personable, helpful and able to represent the School in a professional and friendly manner</li> <li>● Assist with pupil first aid/welfare duties, looking after sick pupils, liaising with parents/staff, etc.</li> <li>● Assisting with arrangements for visits by school nurse, photographer, etc.</li> <li>● Promote consistency of behaviour management across the school</li> </ul>
<p><b>Administration</b></p> <ul style="list-style-type: none"> <li>● To manage the data entry of the school student database (SIMS) ensuring data accuracy at all times.</li> <li>● To be aware of Welsh Government education legislation and data protection guidelines.</li> <li>● Provide routine clerical support, e.g. photocopying, filing, faxing, e-mailing, complete routine forms.</li> <li>● Undertake typing, word processing and other IT-based tasks.</li> <li>● Sort and distribute mail.</li> <li>● Undertake routine administration, e.g. registers/school meals.</li> </ul>

**Resources**

- Operate office equipment, e.g. photocopier, computer.
- Arrange orderly and secure storage of supplies, compile and maintain school inventory.
- Undertake routine financial administration, e.g. collect and record dinner money.
- Ensuring that the reception area is kept smart and tidy and that noticeboards are kept up-to date.

**Responsibilities**

- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Be aware of and support difference and ensure equal opportunities for all.
- Contribute to the overall ethos/work/aims of the school.
- Appreciate and support the role of other professionals.
- Attend and participate in relevant meetings as required, including staff meetings.
- Participate in training and other learning activities and performance development as required.

**General**

- To carry out duties placed on employees by the Health and Safety at Work Act 1974
- To be aware of and comply with the policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- To observe the schools policy and procedures in respect of equal opportunity, anti-discriminatory and anti oppressive practices
- To observe confidentiality in all aspects of work
- To have a 'can do' attitude and to demonstrate a willingness to undertake training and development opportunities to improve skills
- To react positively and flexibly to change
- To be committed to team working
- To undertake any other duties and/or times of work as may be reasonably required of you, commensurate with your grade or general level of responsibility within the organisation.
- To act as exam invigilator when required.
- May be required to work flexibly and vary working hours, to suit the requirements of the business

**Qualifications and Experience**

- 5 GCSE's (A-C) including English and Maths / NVQ Level 2/3 in Administration, Business or IT (or equivalent) or a minimum of 6 months experience in an administrative role
- Good IT skills
- Good communication and interpersonal skills
- Excellent Customer Care skills

**Supervisory Responsibilities**

None

**Supervision Received**

Head Teacher/Deputy Head/Teacher/Classroom Teacher as appropriate

**Principal Contacts**

Head Teacher Deputy HeadTeacher Classroom Teachers Other Support Staff Pupils Parents

**Special Conditions**

Disclosure and Barring Service Disclosures This post will result in you having contact with children, the elderly, sick or disabled. The Authority, therefore, requires that by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, the Children’s Act 1989 and/or the Police Act 1997, you reveal any criminal convictions, bind over orders or cautions, including those which would normally be regarded as spent. You must complete the relevant section on the application form – your application will be returned if this section is incomplete. If successful in your application you will subject to a Disclosure and Barring Service Disclosure. Further information about Disclosure and Barring Service Disclosures and the Council’s approach to recruiting ex-offenders should follow the application form, if not contact the person named in the advertisement.

This job description sets out the main duties of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

Requirements	Selection Method	
	Essential or Desirable	How tested (S) used at Shortlisting
5 GCSEs grades A - G or equivalent level qualification	E	Application Form (S)
Good numeracy/literacy skills.	E	Application Form (S) / Interview
First Aid qualification	D	Application form

Experience of general clerical /administrative /financial work	E	Application Form
Experience of handling and banking money	D	Application Form / Interview
Experience of working within a school	D	Application Form (S) / Interview
Ability to effectively use ICT and other specialist equipment / resources	E	Application Form (S) / Interview
Good keyboard skills, including wordprocessing.	E	Application Form (S)
Good verbal and written communication skills and ability to relate well to children and adults	E	Application Form / Interview
Full working knowledge of relevant policies / codes of practice and awareness of legislation	E	Interview
Work constructively and flexibly as part of a team understanding school roles and responsibilities	D	Interview
Ability to deal calmly with different situations as they arise	E	Application Form / Interview
To react positively and flexibly to change	E	Application Form / Interview
Develop good relationships with pupils, parents and staff	E	Interview
To be committed to further training and personal development	E	Application Form / Interview
Ability to deal calmly with different situations as they arise	E	Interview
Understand and respect the principles of confidentiality	E	Application Form / Interview
None		
Understand and demonstrate a willingness to promote positively the Equal Opportunities policy of Newport City Council	E	Interview

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