



JOB DESCRIPTION

ADMINISTRATION (LEVEL 2)

RESPONSIBLE TO:

MAIN CONTACTS:

JOB PURPOSE

Provide specific administrative and general office support to ensure effective and efficient running of the department/academy/trust.

MAIN RESPONSIBILITIES

- Support with the day to day operation of the office acting as first point of contact both face-to-face and over the telephone, responding to any enquiries with accurate and relevant information ensuring information is passed on to the relevant person where appropriate
- Provide administrative support using a variety of ICT packages and office equipment to provide timely and accurate document processing
- Update manual records and computerised management information systems ensuring accurate data input, identifying any errors in order to ensure that the Trust's reporting requirements are satisfied and information is communicated in a timely manner
- Provide accurate and meaningful information to a range of stakeholders, conducting routine interrogation of management information systems to provide basic reports and answer queries
- May be required to take accurate records of meetings in order to document all actions agreed
- Store, distribute and replenish equipment and materials, which may involve checking stock deliveries and referring any queries to suppliers or line manager to ensure availability to colleagues when required
- Arrange for servicing and repair of office equipment where required
- Support during events by taking bookings, greeting visitors and providing hospitality and refreshments as requested

OTHER DUTIES

The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties that may be required from time to time in accordance within the general scope of the post, including, for example, break duties and supervision of children.



PERFORMANCE STANDARDS FRAMEWORK

COMPETENCIES ESSENTIAL TO BASIC PERFORMANCE OF THE ROLE

COMMITMENT & MOTIVATION (LEVEL 1)

- Displays energy and enthusiasm and has a positive attitude towards work, demonstrating commitment to achieving individual and academy/Trust goals
- Prioritises own workload
- Takes personal responsibility whilst demonstrating willingness to complete the task to a high standard
- Actively participates in learning opportunities and applies learning to develop own practice
- Effectively liaises with people showing a willingness to give and receive constructive feedback
- Responds positively to feedback and incorporates this into working practice
- Keeps self up to date with relevant information and initiatives

PROBLEM SOLVING & DECISION MAKING (LEVEL 1)

- Works to general instruction using initiative to make routine decisions within guidelines, with the ability to challenge where appropriate and relevant
- Escalates decisions outside own area of responsibility
- Gathers relevant information to assist good decision making
- Offers ideas on how things could be done differently

PLANNING & ORGANISATION (LEVEL 1)

- Organises and manages own tasks and work time effectively
- Implements operational plans for own areas of responsibility under guidance
- Provides feedback to inform planning
- Prepares resources including where appropriate relevant ICT

IMPLEMENTING CHANGE (LEVEL 1)

- Contributes constructively to support change in own area of work with a view to improving performance
- Uses initiative and knowledge to implement given tasks or plans.
- Identifies and makes recommendations for improving performance in their own area of work
- Approaches change in a positive, flexible and enthusiastic manner

MANAGING OBJECTIVES (LEVEL 1)

- Has a good understanding of own role and carries out task effectively, within deadline, fulfilling short term goals of the team
- Provides agreed feedback of effectiveness and progress
- Recognises the values, learning styles, management styles and ethos of the academy/trust

PERFORMANCE STANDARDS FRAMEWORK

COMPETENCIES ESSENTIAL TO BASIC PERFORMANCE OF THE ROLE

RAISING STANDARDS (LEVEL 1)

- Contributes to setting individual objectives and agreeing measurable targets
- Collects supporting evidence and agrees success criteria
- Maintains consistent performance
- Remains focused on delivering results
- Takes responsibility for the quality of own work and keeps manager informed of how the work is progressing

CUSTOMER FOCUS (LEVEL 1)

- Demonstrates willingness to help and support pupils and stakeholders
- Demonstrates and promotes the positive values, attitudes and behaviours expected to promote positive relationships
- Contributes to the safeguarding and welfare of pupils
- Adopts a pleasant, helpful and professional manner
- Actively seeks information from stakeholders to understand their varying needs, abilities and expectations to support development
- Delivers results in a timely manner
- Understand the reasons for Health & Safety within own area and works in a manner which does not compromise their own H&S or that of anyone affected by their work

COMMUNICATION (LEVEL 1)

- Communication of straightforward information within familiar situations, with sensitivity and confidentiality
- Communicates effectively either verbally or in writing.
- Selects most appropriate method to meet the needs audience including those with complex communication and interaction needs
- Shares information with relevant parties in a timely manner
- Responds effectively to queries and provides accurate information, knowing when to refer
- Completion of standard proformas

IMPACT & INFLUENCE (LEVEL 1)

- Understands the impact of own behaviour on others.
- Interacts positively within a team and will challenge inappropriate behaviour where appropriate.
- Develops personal networks and builds positive relationships.
- Discusses own needs and listens sensitively to the needs of other
- Shares appropriate information and knowledge with other in an open and honest manner
- Maintains confidentiality within appropriate boundaries.

PERFORMANCE STANDARDS FRAMEWORK COMPETENCIES ESSENTIAL TO BASIC PERFORMANCE OF THE ROLE

TEAM WORKING (LEVEL 1)

- Follows agreed instructions and takes personal responsibility and ownership for own actions, performance and delivery
- Shows willingness and ability to work cooperatively with a range of stakeholders
- Contributes to dialogue regarding aims and objectives
- Provides effective support to colleagues, responds well to guidance

QUALIFICATIONS & SKILLS (LEVEL 2)

- NVQ Level 2