Data Protection Act 1998. This form will enable us to process any information you contribute to the role profiling process and will be used by Hampshire County Council evaluation panels for job evaluation purposes. At a later date, the information will also be used in other personnel areas, e.g. performance development review, induction, and training and development Processing of information includes storage of records electronically and in hard copy format. Personal data will only be made available to Hampshire County Council staff and trade union representatives involved in these processes. Any data required for statistical/research purposes will be depersonalised.

ROLE PROFILE FORM

Section A

Role profile ref:	02126
Department/Section:	Education – Schools
Role Title:	Assistant Administrative Officer
Reports To - (Supervisor/manager's role title) :	School Business Manager
Role Purpose: (why the role exists)	To develop and implement a comprehensive, effective and efficient administrative support service to meet school requirements.

Section B Organisation

Please provide a simple line drawing indicating where the role sits within the organisation in the box below. (See guidance notes with regard to the use of formal organisation charts).
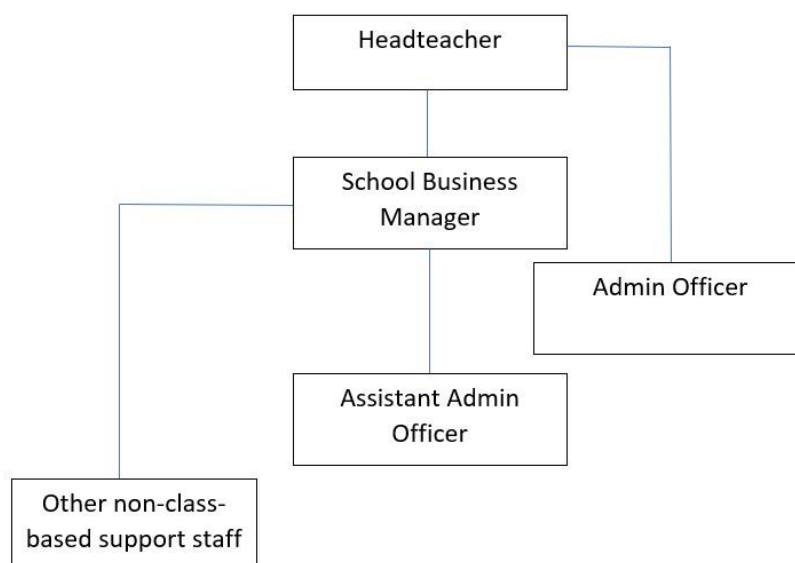
Section C

ROLE REQUIREMENTS
This involves identifying the most significant responsibilities of the role. Accountability statements are key functions of the role which in combination make up the main purpose.

Accountabilities	Accountability Statements	% of Time
Customer Service	• Develop and maintain a system of information and projects/tasks to enable provision of information and advice to colleagues, parents, pupils, visitors and all stakeholders	25
Administration / Finance support	• Use computer-based programmes to input data and information to enable administrative and financial tasks to take place	60
Staff Management and Teamwork	• To work with all office members and SLT • To prioritise workload from various colleagues	5
Welfare	• Undertake welfare support to pupils including provision of first aid where appropriate • Administer and record medication as required	5
Corporate and statutory initiatives - equalities/health and safety/e-government/ sustainability	• Comply with relevant legislation e.g. Health and Safety	5

Section D -The key decision making areas in the role

- Prioritise requests from managers(s) for work to be carried out

- Decide appropriate contacts within the LEA, other agencies or feeder schools for sources of advice/information/contact

- Decide information required to support managers in variety of forums eg meetings with parents, Governor meetings

- Take prompt action to alert managers to particularly difficult/sensitive problems to enable appropriate and timely action to be taken

Section E - The role dimensions - financial (e.g. budgets) and non-financial (e.g. units, workload, customers/staff)

- Size of school. 40-400 pupils on roll (primary)   400-1600 pupils on roll (secondary) 30-135 pupils on roll (special)

- No direct financial responsibility

- May have limited responsibility for petty cash, small sums of money

- Number of telephone calls per day:

Section F - The main contacts – external/internal customer contacts and purpose

- Staff in the school (regular): respond to requests for advice/general enquiries
- Managers (daily):   receive and process work
- Members of the public (frequent):   handle telephone calls, process correspondence
- External agencies eg LEA: seek advice/information

Section G - Working conditions – environment, and physical effort or strain.

- Normal office environment; few adverse conditions likely to be present
- Balancing conflicting requirements
- Noxious substances e.g. photocopiers/toners
- VDU safety

Section H - Context/additional information

Occasional public verbal abuse

PROGRESSION IN ROLE

Section J - Entry: Necessary role-related knowledge, skills and experience at selection

- Relevant previous administrative experience
- Normally minimum of GCSE or equivalent in English and Maths
- Experience in a range of computer software tools

Section K – Initial induction/training required to become effective in the role

Estimated time to become   **Up to 4 weeks for basic**
operationally effective   **delivery of the role**

- Within academic year to become familiar with school systems, processes and procedures
- Familiar with the school's office, equipment, telephone and computer systems
- Confident in dealing with initial telephone and personal enquiries from parents and other enquirers
- Aware of Education Dept organisational structure and immediate contacts
- General knowledge of school and council's policies and procedures
- Familiar with financial accounting processes operated by the school
- Knowledge of Health and Safety/Security regulations and procedures
- Training provided by Education ICT on specific systems used in school

Section L – Operationally effective: How would effectiveness in role be demonstrated?

In addition to entry level skills, may utilise additional ICT applications including SIMS, databases etc.. May also co-ordinate events in the school, income generation, publicity, production of school materials eg school brochure or other marketing information. Demonstrates personal integrity and professionalism and able to manage confidential and sensitive information.

Section M - Adding value: What characteristics will the advanced role holder demonstrate?

- Liaise with LEA officers

- May contribute to re-organisation of systems, and procedures in the school. May develop new approaches which support managers, staff, pupils etc.

School specific set of criteria:

- Providing a friendly reception for all visitors and members of our school community
- Answering general enquires confidently on the phone and in person
- Using IT systems regularly to support the office needs. The preferred candidate will have experience of using Hampshire school-based systems including Arbor and IBC/SAP.
- Inputting financial information and recording data
- General administrative support as directed by the Office team, Headteacher and Senior Leadership Team.
- Organising orders and first aid stock controls
- Creating and distributing school communications
- Inputting daily lunch choices
- Recording and processing petty cash and banking
- Organising incoming and outgoing post
- Organising hospitality for meetings and events
- Organising annual fundraising events