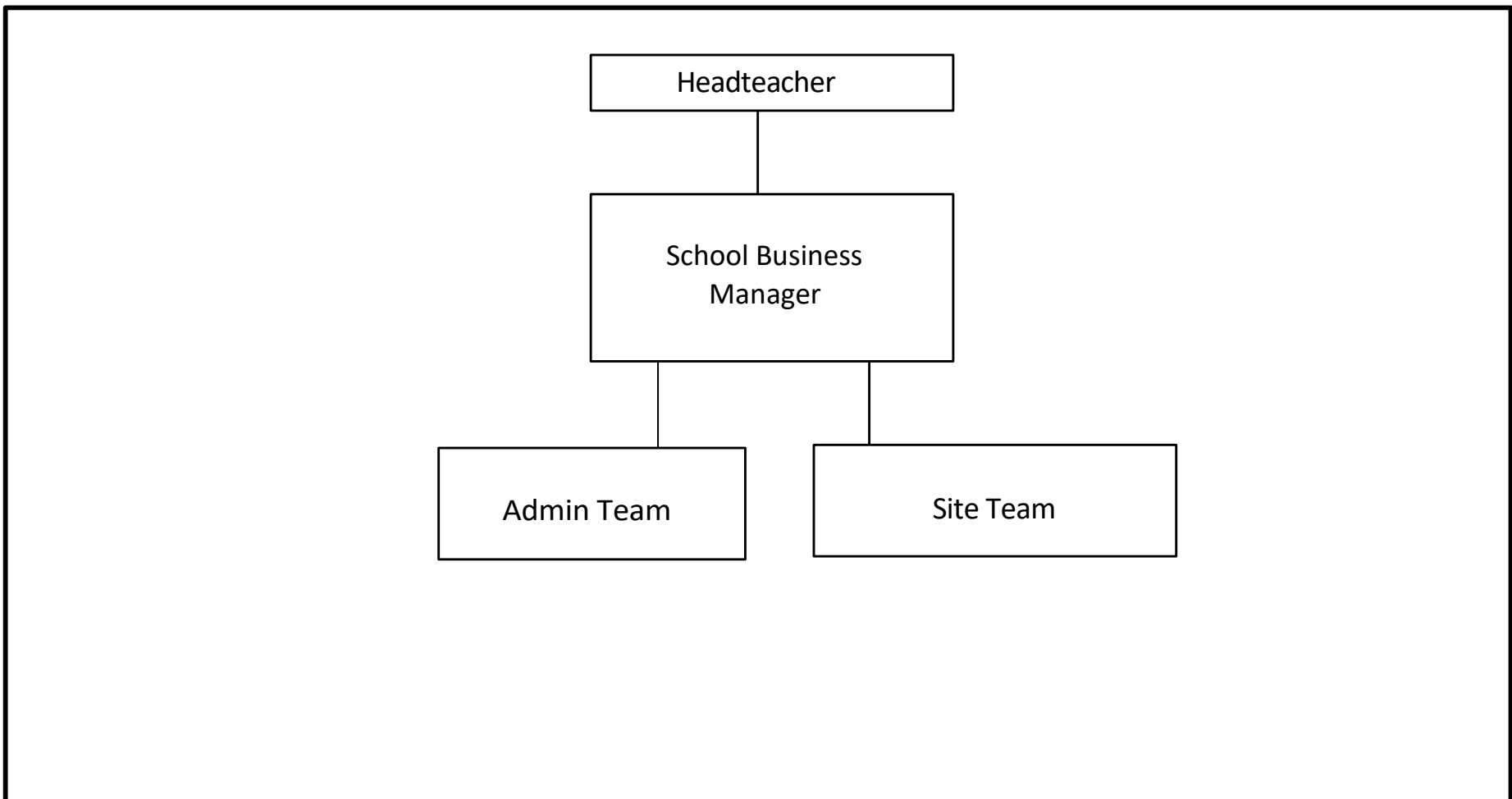


HAMPSHIRE COUNTY COUNCIL  
ROLE PROFILE FORM

Section A

Role profile ref:	02125
Department/Section:	Education – Schools
Role Title:	Administrative Assistant (Generic)
Reports To - (Supervisor/manager's role title)	School Business Manager
Role Purpose: (why the role exists)	To implement a comprehensive range of administrative systems and procedures to meet school requirements.

Section B Organisation



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### 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	0/ of Time
Customer Service	<ul style="list-style-type: none"> <li>• Act as first point of contact for general parent, pupil and visitor enquiries, responding within standard procedures or referring the enquiry to an appropriate destination.</li> <li>• Contribute to the smooth running of the school's reception, postal, telephones and hospitality facilities.</li> </ul>	25
Administration support	<ul style="list-style-type: none"> <li>• Process all in-year and new intake admissions and leavers for the school, following relevant policies, guidelines and timescales</li> <li>• Maintain pupil data within the school's management information system, Arbor, to ensure information is up to date at all times so Census returns and all data collections can be made accurately and on time</li> <li>• Update the school's website to ensure up to date information is provided at all times</li> <li>• Create and circulate school newsletters and weekly bulletins to parents</li> <li>• Input and extract staff/pupil information using manual and computer-based systems, including medical information</li> <li>• Apply a wide range of standard processes and procedures under supervision.</li> <li>• Produce and process routine documentation/ correspondence against a broad framework provided by the Headteacher/ other teaching staff</li> </ul>	60
Staff Management and Teamwork	<ul style="list-style-type: none"> <li>• Work co-operatively with others towards shared goals</li> <li>• Support the induction of new members of the team and contribute to the development of others within the team through sharing knowledge</li> </ul>	5
Welfare	<ul style="list-style-type: none"> <li>• Undertake welfare support to pupils including the provision of first aid</li> <li>• Administer medication as required</li> </ul>	5
Corporate and statutory initiatives- equalities/health and safety/e-government/sustain ability	<ul style="list-style-type: none"> <li>• Awareness of safeguarding regulations and responsibilities</li> <li>• Awareness of equality issues and health and safety regulations</li> </ul>	5

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### Section D - The key decision-making areas in the role

- Prioritisation of own tasks/workload
- Customer complaints — refer to line manager

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

400 - 428 pupils on roll

No direct financial responsibilities attached to the post

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

#### Internal contacts

- Line Manager regularly to discuss work priorities
- Pupils daily —admissions, transfers, medical, pupil supervision,
- Teaching staff — liaison over work issues, administrative support

#### External contacts

- Parents — letters to parents, School Association, class lists, registration
- Local Authority

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

Normal office environment

Balancing various conflicting requirements of different stakeholders

Noxious substances e.g. photocopiers/toners

### Section H – Context/additional information

Occasional public verbal abuse

## **PROGRESSION IN ROLE**

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

- Aptitude for administrative work, normally demonstrated by GCSE standard or equivalent with passes in English and Maths at grade C / level 4 or above
- Good organisation and communication skills
- Strong computer and keyboard skills

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<b>Section K</b> — Initial induction/training required to become elective in the role
Estimated time to become operationally effective: 4-6 weeks with further development in full academic year
<ul style="list-style-type: none"><li>• Familiar with the school's office, equipment, telephone and computer systems</li><li>• Confident in dealing with initial telephone and personal enquiries from parents and other enquirers</li><li>• Aware of Education Dept organisational structure and immediate contacts</li><li>• General knowledge of school and council's policies and procedures</li><li>• Familiar with financial accounting processes operated by the school</li><li>• Knowledge of Health and Safety/Security regulations and procedures</li><li>• Training provided by Education ICT on specific systems used in school</li></ul>
<b>Section L</b> - Operationally effective: How would effectiveness in role be demonstrated?
<ul style="list-style-type: none"><li>• All pupil and staff information and data related procedures are effective</li><li>• Communication with staff, parents, pupils and external contacts are appropriate and effective</li><li>• Excellent organisational skills</li><li>• Operating independently in all aspects of role</li></ul>
<b>Section M</b> - Adding value: What characteristics will the advanced <b>role holder</b> demonstrate?
<ul style="list-style-type: none"><li>• Promoting/marketing the image of the school in all contact with the outside world</li></ul>

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.