

## JOB DESCRIPTION

<b>POST TITLE</b>	<b>Senior Administrative Assistant (Communications)</b>
<b>Purpose:</b>	To provide administration and reception support for the College. To coordinate and implement the College communication strategy.
<b>Reporting to:</b>	Website and Communications Officer
<b>Liaising with:</b>	PA to the Headteacher/Senior Administrator, other members of the admin/finance team, teaching staff and pupils
<b>Working Time:</b>	37 hours per week – term time only (40 weeks) 8.00 am - 4.00 pm Mon – Thurs and 8.00 am -3.30pm Fri
<b>Salary/Grade:</b>	Salary: - HCC Grade C
<b>Disclosure level:</b>	Enhanced

### Role Requirements

<b>Accountabilities</b>	
Communications	<ul style="list-style-type: none"> <li>Managing and uploading content on Social Media to promote activities and events taking place in the College</li> <li>Sending correspondence to parents/carers via Parentmail (using ScoPay) as requested by various staff members</li> <li>Managing the “Enquiries” email inbox – sending responses to parents/carers or forwarding to the relevant member of staff – and ensuring urgent emails are dealt with promptly</li> <li>Producing the weekly “Swan-Bites” communication via Parentmail using information provided by members of staff</li> <li>Produce the Daily Bulletin (internal comms using Google Sites), ensuring information is correct and published daily for staff and pupils</li> <li>Supporting the Website and Communications Officer with website content, ensuring it is up to date and correct</li> </ul>
Administration	<ul style="list-style-type: none"> <li>To answer external and internal telephone calls to the office</li> <li>Provide admin support for staff as requested</li> <li>Answer/action emails</li> <li>Deal with incoming and outgoing post</li> <li>Maintain pupil records in SIMS including contact details, change of address and telephone numbers, attendance, behaviour, achievements</li> <li>Create alerts for pupils and staff</li> <li>Download a medical checklist for trips from SIMS</li> </ul>
Visitor Reception (50% of the week)	<ul style="list-style-type: none"> <li>Receive visitors to the College</li> <li>Answer routine enquiries from staff and visitors</li> <li>Ensure the smooth running of the Visitor Reception</li> <li>Update Reception notice boards/publicity, etc</li> </ul>
Corporate and statutory initiatives – equalities/health	A range of health and safety responsibilities, including:

and safety/e-government/sustainability	<ul style="list-style-type: none"> <li>• Maintaining the visitors' signing in list, issuing visitors passes plus H&amp;S leaflet and Visitors/Volunteers Procedures paperwork</li> <li>• Ensuring that all visitors are given into the care of a member of College staff</li> <li>• Health and safety responsibility for self, children in an area which is a child-centred environment</li> <li>• Maintain an awareness of the College, national and statutory policies and requirements and apply these in the workplace</li> </ul>
Additional duties	<ul style="list-style-type: none"> <li>• To play a full part in the life of the College community, to support its distinctive mission and ethos and to encourage and ensure staff and pupils follow this example</li> <li>• To continue personal development as agreed</li> <li>• To engage actively in the performance review process</li> <li>• Any other such duties as may reasonably be allocated by the Headteacher or PA to Headteacher/Senior Administrator, Website and Communications Officer</li> </ul> <p>Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.</p>

#### The main contacts

- Website & Communications Officer and PA to Headteacher/Senior Administrator daily to discuss work priorities
- Pupils/Teachers/Tutors daily - queries and telephone services
- Support Staff
- Contractors
- Parents
- External visitors

#### Specific Essential Qualities

- Technical skills – keyboard, word processing, photocopiers – a working knowledge of SIMS would be beneficial but not essential
- Experience of office working and processes
- Excellent written and oral communication skills. Attention to detail.
- Ability to prioritise workloads and work to deadlines without supervision
- Good organisational skills. Good communicator
- Skilled in maintaining personal and professional confidentiality
- Approachable and patient
- Confident in dealing with telephone and face-to-face enquiries

#### Desirable (but not essential) Qualities

- Experience of managing social media platforms for an organisation, including content planning, scheduling, and engagement.
- Demonstrable ability to create engaging content for various platforms, such as social media, newsletters, and websites.
- Experience in copywriting and editing for different communication channels, with a focus on accuracy and maintaining brand voice.
- Familiarity with content management systems (CMS) for website updates.
- Experience using Google Sites for internal communications.
- Understanding of internal and external communication principles and best practices.
- A strong understanding of the importance of maintaining brand guidelines and ensuring consistent messaging.
- An understanding of digital accessibility principles and best practices.

- Ability to use initiative to identify communication opportunities and propose solutions.
- A proactive approach to tasks, with a willingness to take ownership and responsibility.
- Capacity to work with minimal supervision and manage workload effectively.

**Training in all of the above desirable qualities will be provided for otherwise suitable candidates.**