



ADMINISTRATIVE ASSISTANT – JOB DESCRIPTION

General Purpose

The administrative assistant plays a central role in providing an efficient, warm, and professional service to all pupils, parents, staff, and visitors who visit the school office.

A customer facing, key, and versatile colleague who supports diverse duties across several office functions.

Job Description and Duties

Admin Tasks

- Word processing to include letters, publications, minutes, e-bulletins or other relevant matter
- Attendance recording and reporting duties
- Office reception duties
- Processing and preparation of correspondence
- Provision of excellent care and service to primary and secondary pupil enquiries or matters that need assistance
- Provision of excellent service and support to colleagues, parents, and visitors
- Handling phone calls and email enquiries
- Provision of admin support to teaching staff and senior management team
- Handling letting bookings
- Ordering supplies
- Data input
- Filing, photocopying, and laminating
- Assistance in admissions enquiries and correspondence
- School trip administration
- School photograph administration
- Creation and issue of Microsoft forms and surveys
- Support in completion of statutory or statistical returns
- Support to any other aspect of the school's admin function under the direction of the Depute Bursar and Senior Admin Officer

School Systems

- To operate and maintain the school's pupil information systems currently PASS/3Sys
- To operate other school systems including for example ParentPay, SAGE, IMPACT, Parents' Evening Bookings and Office 365

Accountability

The administrative assistant is accountable to the Depute Bursar and Senior Admin Officer.



ADMINISTRATIVE ASSISTANT – PERSON SPECIFICATION

Post	Administrative Assistant
Summary of Role	<p>The Administrative Assistant works closely with a team of colleagues in the school admin/finance/HR team and is line managed by the Depute Bursar.</p> <p>The key purpose is of this role is:</p> <ul style="list-style-type: none"> • To provide general admin skills • To operate and maintain the school’s systems • To provide excellent service and support to pupils, colleagues, parents, and visitors and be the first point of contact for office enquiries.

PERSON SPECIFICATION - CRITERIA

Criteria	Essential	Desirable	Evidence
Education, Training, Qualifications	Educated to SQA higher level.	<p>Qualifications and/or training certificates evidencing admin skills.</p> <p>Educated to HNC/SVQ3 or degree level.</p> <p>Professional or technical qualifications.</p> <p>Knowledge of PASS/3Sys, SAGE, ParentPay, IMPACT and Office 365.</p>	<input checked="" type="checkbox"/> App. Form <input checked="" type="checkbox"/> Certificates
Skills	<p>Advanced skills in literacy verbally and written.</p> <p>Intermediate and skilled user of Microsoft office packages, specifically word.</p> <p>Ability to plan and organise own workload.</p> <p>Able to use resources to respond to customer needs or problems.</p> <p>Consultative and inclusive approach/ways of working.</p> <p>Discrete and confidential approach/ways of working.</p>	Ability to share knowledge with team members.	<input checked="" type="checkbox"/> App. Form <input checked="" type="checkbox"/> Interview <input checked="" type="checkbox"/> References

Criteria	Essential	Desirable	Evidence
Knowledge		<p>Working knowledge of processes, procedures, and systems within schools or other educational environments.</p> <p>Experience of working in a customer service environment.</p> <p>Clerical and secretarial experience.</p>	<input checked="" type="checkbox"/> App. Form <input checked="" type="checkbox"/> Interview
Other	<p>Has an ability to work alone or as part of a team.</p> <p>Shows an enthusiastic and positive manner.</p> <p>Service driven.</p> <p>Demonstrates a flexible approach to the needs of the school and operation of the school admin function (incorporates admin, HR, and finance).</p>	<p>Previous experience working in an environment with young people.</p>	<input checked="" type="checkbox"/> App. Form <input checked="" type="checkbox"/> Interview <input checked="" type="checkbox"/> References



PERSON SPECIFICATION - COMPETENCIES

PERSONAL EFFECTIVENESS – Dealing with the situations we face – in the best and most appropriate way			
Competencies	Essential	Desirable	Evidence
Communication	<p>Able to communicate clearly in a way that people understand.</p> <p>See the importance of sharing and communicating well.</p> <p>You explain why decisions have been made and use examples to support them.</p>	<p>You ask people questions to check their understanding.</p>	<input checked="" type="checkbox"/> App. Form <input checked="" type="checkbox"/> Interview
Self-Development	<p>Keen to join in training and keep up to date with changes in skills and knowledge required.</p>	<p>Offer support to colleagues based on what you know.</p> <p>Seek out chances to learn and develop.</p>	<input checked="" type="checkbox"/> App. Form <input checked="" type="checkbox"/> Interview
DELIVERING RESULTS – Working with people to get the best results – meeting targets, objectives, and priorities			
Competencies	Essential	Desirable	Evidence
Motivation	<p>Keen to do things well and work steadily to meet targets.</p> <p>Enjoy challenges and work well when time is short or when things are difficult.</p>	<p>You create a good team spirit and motivate other people.</p> <p>You keep problems in perspective.</p>	<input checked="" type="checkbox"/> App. Form <input checked="" type="checkbox"/> Interview
Planning	<p>Organise work to meet deadlines and priorities.</p> <p>Prepare in advance to work proactively.</p> <p>Balance any conflicting priorities when you need to.</p> <p>Ask for help when you need it.</p>	<p>Produce complete, detailed, and realistic project plans.</p> <p>Think about resources and expertise needed to complete work.</p> <p>You work with others to create, review, and change plans where necessary.</p>	<input checked="" type="checkbox"/> App. Form <input checked="" type="checkbox"/> Interview

MANAGING CHANGE – Doing everything we can to help the school change for the better – giving our full commitment			
Competencies	Essential	Desirable	Evidence
Attitude	<p>Happy to embrace and engage in new ideas and ways of working and can see the good that change can bring.</p> <p>You can cope with change and handle situations that seem unclear.</p>	<p>You understand how other people feel when faced with change and help to build their confidence in the changes.</p>	<input checked="" type="checkbox"/> App. Form <input checked="" type="checkbox"/> Interview
PROVIDING EXCELLENT CUSTOMER SERVICE – Giving the best service we can to our customers and colleagues – exceeding their expectations			
Competencies	Essential	Desirable	Evidence
Customer Orientation	<p>Treat customers fairly and consistently in a professional, polite manner and provide a high-quality service on time.</p> <p>Sort out enquiries and problems promptly, keeping customers up to date.</p>	<p>Can go that extra mile to exceed customer expectations.</p>	<input checked="" type="checkbox"/> App. Form <input checked="" type="checkbox"/> Interview
Collaboration	<p>You work with other people to find way of solving problems.</p> <p>You work flexibly and you're happy to help other employees.</p> <p>You try to improve your team's performance as well as meeting your own personal goals.</p>	<p>You build strong relationships with colleagues and customers.</p> <p>You share knowledge, expertise, and best practice with others.</p>	<input checked="" type="checkbox"/> App. Form <input checked="" type="checkbox"/> Interview