

Role Profile

Part A - Grade & Structure Information

Job Family Code	4BF	Role Title	School Secretary
Grade	PS4	Reports to (role title)	School Business Manager
JE Band	135-160	School	Bell Farm Primary School
		Date Role Profile was created	Sep-19

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>Provide support on a broad range of routine administrative activities as a member of the school office team to enable the school to function efficiently.</p> <p>Key deliverables include:</p> <ul style="list-style-type: none"> • Support the efficient running of reception, acting as first point of contact in response to telephone and face-to-face enquiries, and ensuring the school's security procedures for visitors are properly followed, to provide a courteous welcome to all stakeholders and visitors and promote a positive and professional image of the school; • Carry out a range of administrative tasks to support the smooth running of the school office, including arrangements for parents evenings, activities, school visits and events and maintaining the school diary; • Prepare letters, newsletters and other communications to parent/carers at the request and guidance of senior staff; • Carry out the administration of school lettings, including liaison with external providers; • Maintain manual and computerised records and management information systems including databases and the school website as required; • Take responsibility for stocks and sales of school uniform and pens. Collecting and storing monies from their sales. Informing Finance Assistant when stocks are low; • Be the first point of contact for pupils needing first aid or other welfare support, liaising with parents/carers and staff to ensure that relevant information is passed on. Be responsible for pupils' medication/medical records held in the office; <p>Assist with any other reasonable tasks as requested to support the smooth running of the school office.</p>
Work Context	Bell Farm School is a 3-form entry maintained primary school with a nursery. It is based in Walton-on-Thames, Surrey. The Hive is an on-site specialist centre for children aged 4-11 with communication and interaction needs. Extended care is provided for pupils at the school from 8.00am until 6.00pm in the form of a Breakfast Club and After School Club (Treetops).
Line management responsibility if applicable	N/A
Budget responsibility if applicable	N/A

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Organise information to agreed procedures by filing, data entry, checking/matching data etc to ensure accurate records are maintained. • Prepare and dispatch a range of routine documents to meet the daily priorities in their area of responsibility. <p>Service Delivery</p> <ul style="list-style-type: none"> • Carry out administrative and/or support activities to contribute to the smooth running of the work unit. • Receive and respond to everyday enquiries from customers to provide a timely, courteous and efficient service to others. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Organise routine meetings, make arrangements and bookings under clearly defined instructions and maintain diaries. • Help to prepare straightforward materials to assist in the effective organisation of internal/ external activities • Assess the range and volume of work to be undertaken for the days ahead and plan to ensure it is completed to time and to an appropriate standard. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Follow set order procedures to ensure adequate low value supplies and resources are available to meet office/work unit requirements. <p>Work with others</p> <ul style="list-style-type: none"> • Receive visitors and provide basic information in a courteous manner to promote a positive image of the work unit. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Minimum 3 GCSEs at Grade C or above, or equivalent, or able to evidence ability at an equivalent level. • Working knowledge of relevant systems, equipment, processes and procedures. • Ability to apply relevant health and safety, equality and diversity, and other County/Service policies and procedures. • Competent in a range of IT tools. • Ability to work with others to achieve objectives and provide excellent customer service. • Ability to communicate clearly orally and in writing. • Accuracy and ability to prioritise and organise own workload. • Previous office experience to enable jobholder to deal with administrative procedures confidently.

<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<p>Qualifications and training GCSE in English and Maths 9 - 4 or equivalent</p> <p>Experience Previous experience of working in a school environment would be an advantage</p> <p>Skills, Knowledge & Abilities Excellent organisational skills Ability to work well under pressure and to deadlines Able to demonstrate decision making skills and offer advice Meticulous attention to detail and maintain high level of accuracy Able to work on own initiative, under direction and as part of a team Ability to learn new skills and processes quickly</p> <p>Personal attributes Good interpersonal skills and ability to relate well to young people Calm and confident under pressure Flexible, efficient and highly organised Sensitivity, integrity and awareness of confidentiality requirements Self-motivated with a commitment to team and self-development Team player promoting equality of opportunity, participation and diversity</p> <p>The school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Appointment to this post will be subject to an enhanced DBS disclosure with a children's barred list check.</p>
<p>Role Summary</p>	<p>Roles at this level support service users and/or staff as part of a specific service or team. They typically provide administrative or procedural support working on a broad range of routine activities within well established procedures. They will work in teams under the guidance of more senior colleagues and will be expected to be able to plan and organise their own workload, on an hour-to-hour and day-to-day basis within clear procedures. They will need to understand the objectives of the department sufficiently to allow them to time and sequence tasks so that they can support the work of others effectively.</p>