Job Description

Job Title	School Admin Assistant - Grade B		
Reporting to	School Business Manager		
School	Southmead Primary School		
Effective date	1 September 2026		
Grade	B	**Job Number**	G.2916

Job Purpose:

The main purpose of the job is to deliver an effective support service on a wide range of administrative tasks.

This role requires the ability to fulfil all spoken aspects of the role with confidence and fluency in English.

Main duties and responsibilities:

- Respond to queries from colleagues and members of the public via email, letter or telephone.
- Process orders,check deliveries against delivery notes and distribute resources.
- General clerical duties such as maintaining filing systems and photocopying.
- Updating MCAS with pupils' dInner choices.
- Provide cover for other members of the support team.
- Process orders for goods and services, and assist with invoice processing and payment procedures.
- Collect and deliver post to colleagues.
- Ensure that the reception and waiting areas are maintained to the highest professional standards.
- Carry out daily MTA duty.
- Complete and maintain pupils' Medical Records: Individual Health Plans and Allergy Plans.

Person specification:

Attribute	Essential	Desirable	Method of Assessment
Management	None within the role.		
Experience			
Practical Skills	Good time management and organisational skills		
Communication	● Good communication skills both written and verbal ● Ability to fulfil all spoken aspects of the role with		

	confidence and fluency in English		
Personal Qualities	● independence to manage your own workload and take initiative. ● A warm, welcoming personality for our pupils, parents, and visitors. ● Discretion, trust and absolute confidentiality.		
Strategic Thinking	● A proactive, can-do attitude. ● Resilience and the ability to stay calm when five things happen at once.		
Technology / IT Skills	Good working knowledge of Microsoft Office and its applications.		
Education and Training	Good general education.		
Equal Opportunities	Devon County Council and its staff seek to eliminate discrimination, advance equality and foster good relations.		Demonstrate knowledge at Interview
Physical	Able to carry out the duties of the post with reasonable adjustments where necessary		OH1
Other relevant factors	Commit and conform to DCC Customer Service Standards		

1. Supervision and Management:
The job holder will have no responsibility for other members of staff.

2. Creativity and Innovation:
The job holder will resolve incorrect completions of travel claims by checking databases or contacting the individual or their line manager for the correct information.

The job holder will ascertain all relevant information from members of the public who have a query, to ensure that it is dealt with efficiently. They will resolve ICT queries, if possible, from other members of staff or arrange for an engineer to visit.

The Clerical Assistant will deal with last minute requests such as additional equipment for conferences.

Work will be carried out within set procedures but the job holder may require some creative skills to resolve routine problems.

3. Contacts and Relationships:
The job holder will liaise with colleagues. This could be related to travel and expenses claim forms. The job holder will provide clear and precise instructions.

The job holder will communicate with members of the public in writing, via telephone or face to face. This contact could relate to liaising with applicants who are responding to job

advertisements. Good communication skills will be required to ascertain the best outcome to be advised. A friendly and polite manner will be required at all times.

Contact is maintained with other Devon County Council services to ensure the smooth running of the services that are provided ie Personnel, Car Plan and First Stop.

The job holder may also arrange training sessions for staff. This will require the job holder to liaise with internal and external trainers and provide an admin service such as arranging vehicles, course material and resources.

4. Decisions - Discretion:

The job holder will work within clearly defined rules or procedures. Advice will be readily available for the job holder if required. Policies and guidelines will provide support for the job holder when responding to queries.

5. Decisions - Consequences:

Any decision made by the job holder will have a limited and short term effect on other employees or members of the public. Any error made by the job holder will be quickly noticed and promptly rectified.

6. Resources:

The job holder will have little or no responsibility for any physical or financial resources. They will be responsible for the proper use and safekeeping of any equipment that is used by themselves such as PCs and telephones.

7. Work Demands:

The job holder will often carry out ad hoc duties such as the maintenance of photocopiers. This may result in a change of work priorities. Conflicting deadlines such as travel expense claims, advertisements for job vacancies and arranging meetings can also cause a change in work priorities which can have an effect on staff ie ensuring reimbursements of expenses are received on time.

The job holder will also deal with numerous telephone calls daily. They will either deal with the request directly or a message will be taken and passed on to the person concerned to action.

If when preparing training courses, material for the courses need to be ready in advance. Course material will need to be provided 2-3 weeks before the training session is due to take place.

Travel and expenses claims will need to be processed by a set date every month to ensure employees receive the reimbursements on time.

With regard to recruitment admin, there will be deadlines for adverts to be placed within First Stop and local newspapers. The job holder must ensure that all applications received are within

the closing date and then passed to the short listing panel. The job holder will then need to invite candidates to the interview either by letter, email or telephone.

8. Physical Demands:

The job will require normal physical effort to carry out tasks such as data input, word processing, using Powerpoint for presentations, creating and maintaining spreadsheets in Excel, responding to email correspondence and updating intranet pages.

9. Working Conditions:

The job holder will be working in an office based environment that will be appropriately lit, heated and ventilated.

10. Work Context:

There will be minimal risk to the personal safety of the job holder within the context of the role.

11. Knowledge and Skills:

The job holder should have a good general education and they should have a good working knowledge of Microsoft Office and its applications such as Word, Excel, Powerpoint and Outlook.

Good communication skills will be required both written and verbal to support the job holder when dealing with queries from members of the public and colleagues.

It will be important for the job holder to have excellent organisational and time management skills.

Health & Safety:

Potential Hazards	**Applicable to this job? (✓)**	**Action to be taken**	***Examples* of action to be taken (this list is not exhaustive)**
Display Screen Equipment			*Conduct regular workstation assessments through Cardinus software*
Electricity – fixed / portable			*Ensure PAT[1] certificates are up-to-date*
Manual handling			*Ensure J/H attends appropriate training*
Verbal / physical abuse			*Ensure J/H is familiar with appropriate policies & procedures*
Work equipment			*Ensure J/H is familiar with all equipment and its proper usage and maintenance*
Fire			*Ensure J/H is familiar with evacuation procedures and use of fire-fighting equipment (if appropriate)*

[1] Portable appliance test

Potential Hazards	**Applicable to this job? (✓)**	**Action to be taken**	***Examples* of action to be taken (this list is not exhaustive)**
Environmental			*Wear appropriate PPE*[2]
Isolation / lone-working			*Ensure J/H is familiar with appropriate policies & procedures*
Slips, trips & falls			*Ensure J/H is familiar with appropriate policies & procedures*
Chemical			*Ensure J/H is familiar with appropriate policies & procedures and wears PPE if required*
Working with Vulnerable persons			*Ensure J/H is familiar with appropriate policies & procedures*
Premises related			*Ensure J/H is familiar with appropriate policies & procedures*
Transport risks			*Ensure J/H is familiar with operation of vehicle(s) and safety procedures*
Working at heights			*Ensure J/H wears appropriate PPE and follows safe system of work*
Other hazards not identified above			*Deal with on an individual basis,*

[2] Personal protective equipment

Signatures

Job Description agreed by:

Name:_____ Signature:_____ Date:_____

Line / Originating Manager:

Name:_____ Signature:_____ Date:_____

Head of Service / Head teacher:

Name:_____ Signature:_____ Date:_____

[1] Portable appliance test

[2] Personal protective equipment