

CHILDREN AND LIFELONG LEARNING – HR SERVICES

School				
Job No.	Post Title	Grade	JE Pts	Date
C1312	Attendance Clerical Officer/Receptionist	Grade 4	361 NJC	April 2008

Statement of Purpose

To work under the direction and guidance of senior staff to provide general clerical and administrative support to the school in relation to the attendance of pupils and to provide an effective and efficient first aid/reception service to the school.

Support to Clerical Officer Reception/ Attendance.

- Deal with complex reception/ visitor matters etc
- Undertake reception duties, answer routine telephone and face to face enquiries and sign in visitors.
- Take messages as necessary and pass on to the appropriate person
- To ensure that all visitors to the school are signed in and out and provided with the correct visitor badge as required.
- To have responsibility for issuing school passes for students to leave the school site during the day.
- Use the SIMS computer system to locate students as required.
- To telephone parents to ascertain the reasons for students' absences.
- Follow up outstanding absences in liaison with staff and parents.
- To liaise with appropriate internal/ external stakeholders with regard to attendance. Chase up absent students and ensuring effective communication.
- Sign in late pupils and endorse school policy with regards to punctuality.
- Issue off- site passes when necessary.
- Enforce school rules on uniform and appearance.
- To assist with all student enquiries, liaising with parents and staff as necessary.
- Provide advice and guidance to pupils/parents/staff etc.
- Truancy calls plus follow-up with referrals to Education Welfare Officer.
- Assist with pupil welfare duties; liaise with parents/staff etc.
- Allocate work, as appropriate to role, to any volunteer helpers
- Maintain manual and computerised records/management information systems.
- Produce lists/information/data as required, e.g. Absence data.
- Liaise with appropriate senior staff and the Education Welfare Officer allocated to the school on a regular basis with regard to student absence.
- Undertake routine clerical/administrative procedures e.g. produce official registers, photocopying, filing, faxing, emailing, completing routine forms, responding to routine correspondence.
- Operate relevant equipment/computer applications (e.g. Word, Excel, databases, spreadsheets, Internet).
- Contribute to the planning/development/organisation of support service/ procedures in relation to attendance.
- Monitoring attendance to lesson via lesson monitor.

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Support to Administration

- Assist the Headteacher's PA in the provision of administrative support to the Leadership Group.
- Provide administrative support to the SEN department.
- Maintain student and other confidential filing systems as directed by the Headteacher's PA.

Support to First Aid

- To administer first aid to students, staff and visitors as required.
- To liaise with parents/carers over student medical and first aid issues.
- To be responsible for medicine, which students need to take in school.
- Maintain records of first aid administered and school accident book.
- Liaise with Curriculum Support Co-ordinator over students with specific medical needs.

Support to School (this list is not exhaustive and should reflect the ethos of the school)

- Promote and safeguard the welfare of children and young persons you are responsible for or come into contact with.
- Comply and assist with the development of policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Be aware of, support and ensure equal opportunities for all.
- Contribute to the overall ethos/work/aims of the school.
- Establish constructive relationships and communicate with other agencies/professionals.
- Attend and participate in regular meetings.
- Participate in training and other learning activities and performance development as required.
- Recognise own strengths and areas of expertise and use these to advise and support others.

Note 1:

The content of this job description will be reviewed with the post holder on an annual basis in line with the School's performance and development review policy. Any significant change in level of accountability that could result in a change to the grade must be discussed with the post holder and the relevant trade union before submitting for re-evaluation.

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**Person Specification
Attendance Clerical Officer / Receptionist
Level 2**

Essential Criteria	Measured By
<p>Experience</p> <ul style="list-style-type: none"> • General clerical/administrative work 	AF / I
<p>Qualifications/Training</p> <ul style="list-style-type: none"> • NVQ 2 Business and Administration or equivalent qualification or experience in relevant discipline. • Full First Aid Certificate • CLAIT/RSA 2 or equivalent qualification • Good numeracy and literacy skills • Microsoft pack i.e. Word, Excel, Outlook • SIMS experience or experience in relevant package 	AF / I
<p>Knowledge/Skills</p> <ul style="list-style-type: none"> • Good interpersonal skills. • Effective use of ICT packages. • Ability to use relevant equipment/resources. • Good keyboard skills. • Knowledge or relevant policies/codes of practice and awareness of relevant legislation. • Ability to work constructively as part of a team. • Ability to relate well to children and to adults. • Good organising, planning and prioritising skills. • Methodical with a good attention to detail. • Ability to prioritise • Ability to work on own initiative 	AF / I
<p>Behavioural Attributes</p> <ul style="list-style-type: none"> • Customer focused • Has a friendly yet professional and respectful approach which demonstrates support and shows mutual respect. • Open, honest and an active listener • Takes responsibility and accountability • Committed to the needs of the pupils, parents and other stakeholders and challenge barriers and blocks to providing an effective service. • Demonstrates a “can do” attitude including suggesting solutions, participating, trusting and encouraging others and achieving expectations 	AF / I

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<ul style="list-style-type: none">• Is committed to the provision and improvement of quality service provision• Is adaptable to change/embraces and welcomes change.• Acts with pace and urgency being energetic, enthusiastic and decisive• Communicates effectively• Has the ability to learn from experiences and challenges• Is committed to the continuous development of self and others by keeping up to date and sharing knowledge, encouraging new ideas, seeking new opportunities and challenges, open to ideas and developing new skills.•	
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AF - Application form

I - Interview

Note 1:

In addition to the ability to perform the duties of the post, issues relating to safeguarding and promoting the welfare of children will need to be demonstrated these will include:

- ***Motivation to work with children and young people.***
- ***Ability to form and maintain appropriate relationships and personal boundaries with children and young people.***
- ***Emotional resilience in working with challenging behaviours and***
- ***Attitudes to use of authority and maintaining discipline.***