



Newquay Tretherras

Clerical Support Assistant

Job Description & Person Specification

www.celtrust.org



Job Description

Purpose of the Post:	To provide efficient clerical and reception support to the school. To provide a professional welcome to all school visitors and callers, directing and advising them as appropriate and ensuring safeguarding procedures are followed at all times.
Reporting to:	Office Manager, Deputy Headteachers, Headteacher.
Responsible for:	n/a
Key Contacts:	Internal: Administration team, Headteacher, all school staff and students. External: School staff from other schools within CELT, suppliers of goods and services, contractors, parents and other visitors.
Location:	Based at Newquay Tretherras but there may be a requirement to travel to undertake work at or for other academies/sites within Cornwall Education Learning Trust.
Salary Grade:	Grade E

Principal Responsibilities:

- ❖ To welcome visitors in a professional manner, ensuring signing-in and safeguarding procedures are followed.
- ❖ To receive and prioritise incoming telephone calls and deal with them appropriately, including recording and distributing messages in a timely manner.
- ❖ To provide administrative and clerical support, including word processing of correspondence, standard letters, reports, publications and other documents as required.
- ❖ To undertake photocopying and document collation as requested.
- ❖ To undertake filing in accordance with the established administrative systems and procedures.
- ❖ To input and maintain information relating to pupils on the Academy's manual and computerised systems, ensuring all records are up-to-date and accurate.
- ❖ To assist in the production of statistical reports, lists and other information relating to students' records and extracting computer information as requested.
- ❖ To assist in the organisation and arrangements for meetings, including circulating agendas and minutes, organising venues and refreshments and contacting individuals with regard to arrangements for meetings.

- ❖ To attend and minute meetings relating to student issues as required.
- ❖ To assist communications between the Academy/Trust, LA and other relevant external agencies.
- ❖ To open, sort and distribute incoming mail to departments in a timely manner.
- ❖ To record incoming goods and assist with stock control of school consumables.
- ❖ To prepare and record outgoing mail appropriately, in accordance with mailing regulations.
- ❖ To check the 'School Messenger Information Exchange' and incoming emails on a daily basis, including the Academy's 'Secretary' email account, and to send, receive and distribute information as appropriate.

General Responsibilities applicable to all staff:

- ❖ To demonstrate and promote the values of Cornwall Education Learning Trust at all times.
- ❖ To work effectively with other members of staff to meet the needs of all students.
- ❖ To work with professionalism in line with the Trust's Code of Conduct.
- ❖ To attend staff meetings and Trust-based INSET as required.
- ❖ To be responsible for his/her own self-development on a continuous basis, undertaking any training/professional development as appropriate.
- ❖ To be aware of and adhere to all applicable Trust policies and procedures.
- ❖ To maintain at all times the utmost confidentiality with regard to all reports, records, personal data relating to staff and students and other information of a sensitive or confidential nature acquired in the course of undertaking duties for the Trust, with due regard to General Data Protection Regulations.

Note:

- ❖ This Job Description is illustrative of the general nature and level of responsibility of the work to be undertaken commensurate with the grade. It is not a comprehensive list of all the responsibilities, duties and tasks relating to the post.
- ❖ The postholder may be required to undertake such work as may be determined by the Headteacher/line manager from time to time, up to or at a level consistent with the main responsibilities of the job.
- ❖ This Job Description may be amended at any time in consultation with the postholder.

SPECIAL CONDITIONS OF EMPLOYMENT

Cornwall Education Learning Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. The postholder is required to follow all of the Trust's policies and procedures in relation to safeguarding at all times, and to adhere to the statutory guidance 'Keeping Children Safe in Education'. The postholder must take appropriate action in the event that they have concerns, or are made aware of the concerns of others, regarding the safety or wellbeing of children or young people.

All offers of employment are conditional and subject to satisfactory pre-employment checks including receipt of original qualification documents, references, medical screening, proof of eligibility to work in the UK, Childcare Disqualification check and a Disclosure and Barring Service (DBS) check.

Person Specification

Selection Criteria	Essential	Desirable	How Assessed
Education and Training	<ul style="list-style-type: none"> • Attainment of GCSE qualifications or equivalent (Level 2 standard of education) to include Maths and English. 	<ul style="list-style-type: none"> • Attainment of NVQ Level 2 qualification in reception/clerical related field. 	Application Form/ Interview/ Certificates
Skills and Experience	<ul style="list-style-type: none"> • Practical experience of reception and clerical work. • Practical experience of telephone network systems. • ICT skills, including Microsoft Word, E-mail and Excel. • Communication skills, both written and verbal. • Organisational skills. 	<ul style="list-style-type: none"> • Reception or clerical work experience from a school or college environment. 	Application Form/ Interview
Specialist Knowledge	<ul style="list-style-type: none"> • Demonstrates an awareness, understanding and commitment to the protection and safeguarding of children and young people. • Demonstrates an awareness, understanding and commitment to equality and inclusion. 	<ul style="list-style-type: none"> • Knowledge of SIMS. • Knowledge of eSchools. 	Application Form/ Interview
Values Related Qualities	<ul style="list-style-type: none"> • Collaborate – ability to work effectively as a team • Empower – ability to take initiative and problem solve in order to improve performance • Leadership – to lead by example and achieve shared goals • Transformation – ability to recognise a need for change and adapt accordingly 		Application Form/ Interview



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