

THE HAZELEY ACADEMY

JOB PROFILE

POST: Student Services Assistant **GRADE:** MK3

LOCATION: Student Services **Hours:** 35 hours per week (Term Time)

HOURS:

Mon 8.00am-3.30pm
Tues/Thurs 8.00am-4.00pm
Weds/Fri 8.00am-3.00pm

35 hours across the week term time plus INSET Days

JOB PURPOSE

As part of the Main Office Team you will provide a professional reception service for the Academy (in Main Reception & Student Services) and provide clerical support within the administrative function of the Academy.

PRINCIPAL ACCOUNTABILITIES

- Answering the phone to stakeholders, actioning requests and passing on messages where appropriate
- Managing the Student Services window and assisting all students with their requests during break and lunchtimes
- Responsible for ensuring the Fire Box is updated in case of evacuation
- Managing and maintaining the student filing system Years 7-13 and archiving paperwork in line with Academy procedures
- When required, liaise with our external storage provider to retrieve required information for colleagues
- Supporting the administration of the Detention process
- Administering On-Call Requests
- Managing the lost property and confiscated items
- Processing Student bus applications
- Directing students to First Aid support
- Distribution of incoming post
- Responsible for maintaining the franking machine and dealing with outgoing post (that cannot be sent via school comms)
- Regularly provide reception cover and carry out reception duties in line with the customer charter
- Ordering stationary in line with Academy procedures & ensuring key student materials are replenished
- Maintaining order of stationary cupboard and general office area
- Supporting the Curriculum Administrators with large admin jobs
- Provide cover in Reprographics to ensure service delivery can be maintained in case of staff absence
- Undertaking such other responsibilities that are reasonably requested
- Adhoc admin duties as required by the Office & Communications Manager.
- To ensure the implementation of the Academy's equal opportunities policy.
- Other responsibilities as reasonably requested and commensurate with the grading of the post

REVIEW ARRANGEMENTS

The details contained in this job description reflect the content of the job at the date it was prepared. However, it is inevitable that, over time, the nature of the jobs may change. Existing duties may no longer be required and other duties may be gained without changing the general nature of the post or the level of responsibility entailed.

Consequently, the Academy will expect to revise the job description from time to time and will consult with the post holder at the appropriate time.

Signed

Signed

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Student Services Assistant

Line Manager

Date

Date

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THE HAZELEY ACADEMY

PERSON SPECIFICATION

JOB TITLE: Student Services Assistant

CRITERIA		E/D
EXPERIENCE/ KNOWLEDGE	<ul style="list-style-type: none">• Office administration• Experience working as a Receptionist or in a customer service environment• Knowledge of Microsoft Outlook; Word & Excel	D E E
TECHNICAL JOB RELATED SKILLS	<ul style="list-style-type: none">• ICT literate• Good telephone manner• Effective organisational skills• Ability to communicate effectively, orally and in writing	E E E E
PERSONAL JOB RELATED SKILLS	<ul style="list-style-type: none">• Commitment to quality and continuous improvement• Accuracy and attention to detail• Professional appearance and demeanor• Customer orientated• Team orientated• Ability to stay calm under pressure• Ability to work without supervision and on own initiative	E E E E E E E
EDUCATION QUALIFICATIONS	<ul style="list-style-type: none">• Basic literacy/numeracy qualifications• Willingness to undertake further work-related training	E E
OTHER REQUIREMENTS	<ul style="list-style-type: none">• Reliable member of staff willing to have a flexible approach to respond to Academy's needs• Commitment to uphold the Academy's equal opportunities policy	E E