

Job Description Office Assistant

Responsible to: Office Supervisor

Responsible for: N/A

Job Purpose: To provide administrative support within the organisation. The role of Office Assistant is wide and varied. As such you may be required to focus on certain aspects from time to time as directed by your line manager. However, you are required to provide assistance and cover for other administrative staff from time to time.

Key responsibilities:

General Administration

1. Deal with incoming telephone calls.
2. Deal with outgoing and incoming post.
3. Be a point of contact for personal callers to the Organisation, including students, staff and external visitors as they arise.
4. Maintaining stationery for the Organisation, including monitoring, ordering and re-stocking items.
5. Provide administrative support to various meetings as and when required including (but not limited to) Learner Reviews, Admissions Meetings, Tutor Meetings, Learners Forum, Health and Safety Meetings, and Land Group Meetings:
 - a. the preparation and distribution of agendas;
 - b. attendance to take minutes / notes;
 - c. typing and distribution of minutes / notes;
 - d. arranging / providing refreshments;
 - e. commission and decommission of meeting room.
6. Updating and maintaining assorted databases, processing and distributing of forms as per procedure list, including (but not limited to) the Accident, and Unusual Occurrence databases.
7. Holding up to date policies and procedures list, formatting new policies.

Care Plans and Behavioural Support Plans

8. Liaise with House Managers for the creation and updating of Plans.
9. Distribute to staff, parents, careers and social workers.
10. Monitor and update as per the procedure list or when changes are made.

Important Personal Information (IPI)

11. Create initial IPI for all new learners in accordance with IPI procedure.
12. Liaise with House Managers to update IPI for all learners in accordance with IPI procedure.

Prospective Student Applications

13. Involvement in application process for all new student enquiries:
 - a. initial enquiry;
 - b. distribution of Information packs;
 - c. meet and show around visitors on informal visits – very occasionally;
 - d. process 3day assessment forms prior to and following visit;
 - e. support parents and students visiting for Day Assessments, as required;
 - f. send out new student start information.

ALG / EMA

14. Send out ALG / EMA application forms to prospective learners.
15. Check website weekly for new applicants and to confirm EMA learners' attendance.
16. Ensure confirmation of ALG learners' attendance at the beginning of each term.
17. Ensure long term absence is recorded for ALG.

Photo permission form

18. Ensure this is sent out to all new learners when they first start
19. Ensure letter explaining photo permission process and enclosing policy is sent to parents
20. Compile list of photo permissions and distribute throughout the Organisation.

Learner Risk Assessments

21. Compile risk assessments for all new learners from assessment and application documentation and ensure their review within 2 months of new learner's arrival.
22. Ensure risk assessments are updated on an annual basis.
23. Amend and update all risk assessments on an annual basis, according to input from house managers.
24. Make amendments to any learner risk assessment whenever required to do so by house staff.
25. Ensure risk assessments are checked and signed.
26. Scan and distribute risk assessments internally and externally (encrypted).
27. Put hard copy of risk assessment in learner and IPI/RA files.
28. Keep record of progress throughout risk assessment process.
29. Update risk assessment procedure document.

Communications

30. Create and amend learner timetables.
31. Assist the Coordinator to produce resources to use in educations and the houses.
32. Distribution and formatting of SALT reports.

Leaner Reviews

33. Arranging 3 month, annual or when necessary learner reviews.
34. Liaising with the House Manager and external professional to agree a date and time.
35. Writing confirmation letters/emails regarding a forthcoming review.
36. Producing and distributing a student review list for internal use.
37. Produce and distribute a review agenda.
38. Distribution of final review minutes to external professionals.

Care / Education Reports

39. Collate Care / Education reports.

- 40. Distribute to external professionals with a covering letter.
- 41. Distribute to relevant internal staff.
- 42. Keep file updated with latest reports.

General

- 1. Working according to the policies and guidelines of the Organisation.
- 2. To be committed to Continuous Professional Development (CPD).
- 3. Improving your own understanding of the values that underpin the work in the Organisation by attending relevant induction and training.
- 4. Respect confidentiality at all times.
- 5. Through personal example demonstrate commitment to equality and diversity ensuring equality of access and treatment for all.
- 6. There will be times when you may be required to undertake additional tasks, duties and responsibilities within your capabilities and may be asked to undertake an alternative job on a temporary basis. However, you will not ordinarily be assigned to duties or required to perform services which you cannot reasonably perform or are outside the range of your normal skills and experience.

This job description is intended to provide guidance on the range of duties associated with the post. It is not intended to provide a full and exclusive definition of the post. It may be subject to modification and amendment from time to time and the post holder may be required to undertake additional duties as required.

Line Manager Signature:

Date:

Employee Signature:

Date:

Person Specification

Office Assistant

Requirement	Essential or Desirable?	How Assessed?
<p>Knowledge and Understanding: NVQ Level 2, or equivalent, in numeracy and literacy. Experience of working with learners with learning difficulties and disabilities. Experience of Microsoft Office.</p>	<p>Essential Desirable Essential</p>	<p>Application Application / Interview Application & Interview</p>
<p>Skills & Abilities: Excellent telephone manner. Good interpersonal skills. Good communication skills. Good numeracy and literacy skills. Good organisational skills. Good planning skills. Good administrative skills. Good presentation skills. Good IT skills. Ability to work independently and as part of a team. Ability to prioritise workload and meet strict deadlines. Good Project management skills.</p>	<p>Essential Essential Essential Essential Essential Essential Essential Essential Essential Essential Essential Desirable</p>	<p>Interview Interview Interview Interview Interview Interview Application & Interview Interview Application & Interview Interview Interview Application</p>
<p>Personal Attributes: Self-motivated. Innovative Commitment to personal development. Flexible in approach. Reliable. Honest.</p>	<p>Essential Essential Essential Essential Essential Essential</p>	<p>Interview Interview Interview Interview Reference & Interview Reference.</p>