



## JOB PROFILE

---

<b>Post Title:</b>	School Support Assistant (PAS)
<b>Portfolio:</b>	Education, Skills and Employment
<b>Responsible to:</b>	Head Teacher
<b>Responsible for:</b>	No direct reports
<b>Grade:</b>	Band A

### Job Purpose

To improve the lives of all within our community and help the island thrive by undertaking School Support Assistant duties at prince Andrew School.

### Main Duties and Responsibilities

1. Operate the school switchboard, answering calls and forwarding messages to staff and students as required.
2. Provide a first point of contact by receiving and addressing visitor enquires by telephone or in person, redirecting enquires as considered appropriate. This includes handling visitor inquiries, direct them to the appropriate person according to their needs and maintain the presentation of the reception area.
3. Carry out photocopying, binding, laminating and other related services using the facilities as required. Collate and distribute information and correspondence to parents and staff.
4. Record, on a daily basis, all incoming and outgoing correspondence including liaising with the General Maintenance Technician/Driver for the receipt of mail to the school office and the despatch of mail.
5. Liaise with the bus contractor, organising bus bookings for school visits, changes to bus schedule, etc.
6. Assist the School Support Officer with the checking of receipt of all overseas orders and stock control.
7. Support the School Support Officer with the day-to-day operation of the school office and in the absence of the School Support Officer enter data on SIMS and produce data reports from SIMS, distribute notices, export timetables and produce Fire Drill registers if required.
8. Undertake the duties of Designated First Aider in the school which includes assisting with the administering of medication to students in accordance with the Administering Medicines in School Policy, contacting parents when their child becomes ill as directed by School Leadership and maintaining the log book accordingly.
9. Responsible for carrying out duties associated with fire drills as directed by Line Manager.



## JOB PROFILE

10. Assist with the organisation of functions including Award Ceremonies, Results Day etc.
11. Administer the squash court bookings, key collections and payments.
12. Ensure service users receive timely responses to their telephone and email enquiries and process all associated paperwork in a timely manner.
13. Undertake supervision of students as required in relation to playground duty and bus duty.

### Special Conditions

Occasional out-of-hours working in order to support service delivery may be required. Excellent customer service skills to manage difficult, upset or irate service users.

This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.

### Core Competency Framework

Competency	Level
<b>Professional Development:</b> N/A	i
<b>Planning &amp; Delivery of Work:</b> Manages own work to deliver on time and produces good quality work. Meets the agreed performance standard.	i
<b>Analysis and use of Information:</b> Resolves day-to-day problems with own work. Clearly identifies day-to-day problems to line manager when unable to resolve. Attentive to detail. Interprets basic written information.	i
<b>Decision Making:</b> Solves own day-to-day problems which have little or no impact on others. Willing to take decisions within own role. Shares appropriate and timely information with others. Applies sound logic to simple decision making and problem solving.	i
<b>Working with Others:</b> Understands the impact of own behaviour on work relationships. Treats all people with respect. Responds and listens to others.	i
<b>Communication:</b> Actively listens to people. Communicates clearly and effectively either orally or by some other method. Is able to understand instructions.	i



## JOB PROFILE

---

<b>Influencing and Persuading:</b> Is receptive to constructive feedback. Expresses a difference of opinion in an appropriately controlled and constructive manner. Supports team members working on the same or related work activities. Seeks clarification to ensure requests are understood.	ii
<b>Dealing with Change:</b> Readily incorporates changes into the day-to-day work. Willing to learn new things and do things differently.	i
<b>Continuous Improvement:</b> Open to learning new things. Able to identify own mistakes and take constructive action to prevent reoccurrence.	i
<b>Managing Resources:</b> Promotes and enforces appropriate business rules. Deals with varied situations with limited guidance.	ii



## PERSON SPECIFICATION

Criteria	Essential / Desirable	Application Form	Selection Process
<b>Qualifications:</b>			
Basic Literacy Skills (Functional Skills English Level 1 or Level 2) sufficient to carry out well defined, routine processes or equivalent level of experience	E	√	
<b>Knowledge &amp; Experience:</b>			
Experience of providing great Customer Service	E		√
An understanding of how to handle, resolve and escalate enquiries and pass on information promptly	E		√
Experience of working independently and as part of a team	E	√	√
<b>Skills and Abilities:</b>			
Understands the need for confidentiality	E	√	√
Excellent verbal communication and customer care skills and able to deal with customers from diverse backgrounds either by telephone or in person	E	√	√
Able to work on own initiative without constant supervision	E		√
Excellent interpersonal skills, able to communicate effectively and professionally and remain calm and polite under pressure	E		√
Demonstrates attention to detail and works methodically, responding to changes to meet deadlines	E		√
<b>Other:</b>			
Willingness to work flexibly	E		√
Committed to safeguarding and promoting the welfare of children, young people and vulnerable adults	E		√
Contribute to a positive working environment ensuring commitment to equality and diversity	E		√



## ***PERSON SPECIFICATION***

---

### **Our Values**

#### **FAIRNESS**

We act as role models and have fair and consistent standards. We champion equality, inclusion and respect.

#### **INTEGRITY**

We communicate openly and we are honest, accountable and ethical.

#### **TEAMWORK**

We work together and we support each other.

### **Professional or Career Progression Cadre Competency Framework**

Not applicable.