



## JOB PROFILE

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<b>Post Title:</b>	School Support Officer (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 C

### Job Purpose

To improve the lives of all within our community and help the island thrive by completing school based administrative processes that support the smooth running of Prince Andrew School and deliver a high quality, customer focused service.

### Main Duties and Responsibilities

1. Input and maintain student information on SIMS and export statistical information as required. This includes; entering student data, maintaining attendance data for students, exporting attendance, behaviour and achievement reports as required, distributing notices, exporting timetables and producing Fire Drill registers as required.
2. Maintain accurate financial records in relation to the school budget, safeguarding physical cash balances in the school safe, which includes keeping a record of monies received in respect of PTA and Harpers Agricultural Centre activities and process as required.
3. Working with Central Finance collate and prepare information for Schools expenditure and revenue budget for the Head Teacher. Communicate approved budget allocation to various departments in school and track spend to ensure funds are correctly spent in liaison with budget holders.
4. Working with Central Finance ensure supplier invoices are processed and paid timelessly, including LPOs and Requisitions as required to various Portfolios. Raise invoices on Access Dimensions for hire of premises in accordance with the Portfolio's charging policy.
5. Undertake administrative duties which include collating and distributing information and correspondence to parents and staff.
6. Provide support for the activities of the school which include arranging meetings, liaising with Francis Plain users, attendance at out of hours meetings; minute taking, production and distribution of minutes.
7. Complete administration processes in respect of the Band 3A student Apprentices which include: producing and processing monthly attendance reports, submitting these for payroll and filing copies for school records. Responsible for recording annual and sick leave and submitting all necessary information to Career Access St Helena.



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8. Provide statistical, financial and administrative information from recording systems to the Head Teacher and Senior Leaders to support decision making on short term and longer term planning.
9. Ensure staff absences, leave, Return to Work forms are processed as required.
10. 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.
11. Collate PAS inventory, ensure the security and issuing of office equipment; including keys, Netbooks, Projector, Speakers, Camera to staff and students and maintain a booking/reservation system.
12. Carry out duties associated with fire drills as directed by Line Manager.
13. Undertake duties of the School Support Assistant as required on an adhoc basis.
14. Make recommendations for improvements in relation to administrative systems and processes.
15. Ensure service users receive timely responses to their telephone and email enquiries and processing all associated paperwork in a timely manner.
16. Take responsibility for own development and helps others acquire skills and experience.
17. 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.

Managing challenging confrontations involving key stakeholders

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>	ii



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Manages own work activities so that work is delivered in an efficient and productive way. Ensures quality or service standards required are maintained. Ask questions to clarify expectations when necessary. Keeps relevant parties informed on the progress of a plan or programme.	
<b>Analysis and use of Information:</b> Is able to identify when information received is relevant to and should be used in completing an activity. Follows guidelines for identifying problems. Gathers and summarises data when required.	ii
<b>Decision Making:</b> Gathers information from appropriate sources to make routine decisions. Solves problems that have implications for others in own team.	ii
<b>Working with Others:</b> Offers support to colleagues without being asked. Asks for support from colleagues when necessary. Builds good relationships with a range of people. Engages effectively with others in order to understand their requirements and develop appropriate solutions/improvements. Raises difficult issues with others in order to resolve them.	ii
<b>Communication:</b> Can write clearly without spelling or grammatical errors. Uses jargon free language. Is able to record factual information accurately.	ii
<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> Sees change as an opportunity. Supports colleagues in understanding change. Participates readily in change initiatives. Assists others to accommodate change. Focuses on benefits to self and/or others.	ii
<b>Continuous Improvement:</b> Makes business and efficiency improvements through use of appropriate systems and tools. Able to coach and develop individuals. Shares knowledge and experience with others. Manages own development and performance. Learns lessons from both successes and failures.	ii
<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>			
A Level 2 or above qualification in a relevant subject – such as English, ICT, Business Administration etc. or equivalent level of demonstrable attainment or experience	E	√	
Recognised qualification in ICT e.g. ECDL	D	√	
<b>Knowledge &amp; Experience:</b>			
Experience of working in an administrative function	D	√	
Experience of using data systems	D	√	
Experience of making recommendations for improvements in relation to systems and administrative processes	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	√	√
Experience of using information to develop solutions and solve problems	E	√	√
Experience of minute taking	D	√	
<b>Skills and Abilities:</b>			
Proven and effective administrative skills. Understands the need for confidentiality	E	√	√
Good written and verbal communication skills	E	√	√
Confident in using ICT systems relevant to role, including Management Information Systems and MS Office	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		√
Able to help others acquire skills and experience	E		√
Excellent organisational skills with the ability to plan and prioritise work	E		√
<b>Other:</b>			
Willingness to work flexibly – some evening or	E		√



## PERSON SPECIFICATION

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weekend work may be required			
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		√

### 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

*Add in here a Professional or Career Progression Cadre competency framework or reference an Appendix A and append details.*