



JOB DESCRIPTION

Facilitation Assistant (N1839)

Current Grade	Level 4
Days Worked Annually	Term Time
Post Responsible to	Office Manager
Hours of Work:	8.00am to 4.00pm (3.30pm on Friday) 37 hours per week

Purpose of Post

To provide a number of services including booking of meeting rooms and arrangement for the provision of refreshments at meetings, a reprographics service and transport booking, to manage the school Parentpay account including payments for school trips and school meals, to operate the school system for locker hire and to assist in the daily clerical/administration functions within the school including word processing and reception as required.

Duties

- To act as Events Organiser for school (including governor meetings) and external functions
- Reprographics and associated tasks
- To manage transport bookings for school vehicles and from external providers.
- To oversee arrangements for the school bus including collection of monies and liaison with the school bus company.
- To carry out general clerical and administrative duties including data input and word processing.
- To support with the reception service as needed.
- To seek ways of improving quality in all aspects of the work.

Events Organiser

- To book meeting rooms in accordance with relevant schedules eg Governor's Meetings, SLT
- To book additional meetings as requested for specific events
- To monitor the room bookings to ensure rooms are booked appropriately
- To provide light refreshments (ie tea/coffee/biscuits) if requested
- To liaise with the Finance Officer to book catering from external sources for meetings if required.
- To liaise with the Finance Officer to ensure stocks of refreshments are replenished

Reprographics

- Production of bulk copying using available hardware including scan copiers.
- Reporting of faults on relevant hardware and ordering supplies.
- Collating, laminating and binding including staff ID badges.
- Control of student and staff printing to central printer.
- Maintenance of spread sheet to record Reprographics and Printing to enable charging to be made to departments
- Advise service users on cost management / reduction.
- Production and distribution to students of whole school communications.

- Maintaining 'library' of master documents, monitoring stock of the printed forms, reports etc . and replenishing reserves as needed.

Transport

- To ensure that appropriate documentation / Risk Assessments have been completed before booking the transport for any visit.
- To negotiate prices and make transport bookings with external providers or book the school vehicle.
- To produce a weekly timetable of school minibus bookings and drivers allocated.
- To supervise student entry onto the school bus at the end of the day
- To liaise with the Finance Officer to ensure details of students using the bus, their bus passes and payment for the service is kept up to date.
- To liaise with the bus company and relevant school staff to resolve any issues arising.

ParentPay

- To set up and track school visits on ParentPay or any replacement system and ensure relevant payments have been received.
- To oversee school lunch accounts and answer queries from students and parents.
- To operate the school system for students who have no credit to pay for school meals.
- To process applications for new ParentPay accounts.
- To be responsible for the school locker system by accepting deposits, allocating lockers and generating refunds.

Reception/Clerical/Administration

- To carry out clerical tasks as allocated by the Office Manager.
- To assist in the input of student data to SIMS.
- To attend to enquiries from students and staff.
- To provide cover for reception or switchboard if required
- To produce documents using a word processing package as required

To report to Line Manager any problems with processes for which post holder is responsible and to suggest improvements.

Person Specification

Summary of job: Facilitation Assistant

Attributes	Essential	Essential	Desirable
Experience	Experience working in an office environment.	√	
	Experience of operation of administration systems.	√	
	Experience of working with external agencies	√	
	Awareness of safeguarding procedures	√	
	Experience of working in an office environment within education.		√
	Ability to understand curriculum/staff timetable.	√	
	Experience of switchboard/reception work	√	
	Experience of working with teacher supply agencies		√
Qualifications	NVQ Level 2 or equivalent qualification or experience in relevant discipline (eg word processing/NVQ administration).	√	
	GCSE Grade C or above (or equivalent) in English	√	
	Excellent numeracy/literacy skills	√	
Training	Evidence of regular updating of ICT skills	√	
	Knowledge of relevant health and safety procedures in the workplace	√	
	Understanding of the Data Protection Act		
	Experience of using a variety of reprographics related machinery		
	Specialised training within areas of education related software		√
Specialisms	Good working knowledge of databases and spreadsheets.	√	
	The ability to manipulate and present data in a variety of formats in order to be accessible to a variety of audiences.	√	
	Knowledge of the education system, particularly timetables.		√
	Experience of working with SIMS		√
	ICT trouble-shooting		√
	Knowledge of the regulations surrounding 'rarely cover'		√
Practical and Intellectual Skills	Highly developed communication skills.	√	
	A commitment to being developed in ICT.	√	
	Excellent people skills	√	
	Excellent organisational and administrative skills.	√	
	Empathetic Listening Skills	√	
	An understanding of and a commitment to the need for confidentiality		