BUSINESS ADMINISTRATIVE ASSISTANT

JOB DESCRIPTION

*Reports to: Business Administration Manager*

ABOUT JOHN LYON

Founded in 1876 as an Independent day school for local boys, John Lyon is one of the top independent day schools for boys in the UK. We pride ourselves on our broad yet balanced curriculum and ability to tailor an education to meet the individual needs of our students. Our ethos is to treat every boy as an individual, strive for academic excellence and provide outstanding pastoral care whilst offering a broad range of opportunities outside of the classroom. The School has consistent excellent results with ‘value added’ at both GCSE and A-Level.

The main School campus is spread across six buildings on Harrow-on-the-Hill. Together with Harrow School, John Lyon makes up John Lyon’s Foundation. The School has a clear set of values which shape who we are, what we do and how we do it.



THE DEPARTMENT

The Central Administration Team (CAT) at John Lyon is the engine room of the School. It delivers a wide range of operational and administrative duties for the whole School community. Located in the main building at the heart of the School, this busy team of 5 ensures that Academic staff, as well as staff from Admissions, ICT, Data Management, Wellbeing and Estates are ably supported and the School day runs smoothly. Pupils, parents and visitors to the School also require support throughout the day. John Lyon is a busy school and members of the team work together to answer telephones, support staff, and liaise with parents and pupils.

PRINCIPAL RESPONSIBILITIES

The following duties and responsibilities are intended to give a broad indication of the variety of tasks covered by the Business Administrative Assistant role:

**SPECIFIC RESPONSIBILITIES**

* Provide a welcoming reception service to all users of the School and register, issue and collect visitor and contractor passes, as required.
* Courteously answer and handle calls to the main School numbers handling filtering, forwarding and responding as appropriate.
* Maintain the Safeguarding security of the School by politely but firmly challenging visitors who may be attempting to enter the school premises without clear purpose or permission, and who are not listed on the School’s list of approved contractor staff. Promptly alert senior staff/security of any concerns.
* Assist visitors, parents and students with general enquiries in a professional and courteous manner.
* Ensure all visitors are aware of safeguarding procedures, security and safety issues, including evacuation procedures.
* Receive and sign for incoming mail and deliveries, notifying relevant staff promptly.
* Ensure that the Main Reception area is kept clean and tidy at all times, including the visitors seating area and that journals and flyers are topical and in date.
* Provide professional and efficient administrative support as a member of the School’s CAT, undertaking a range of administrative duties such as assisting with the preparation of mailings, registration, absence recording, parent contact and pupil record filing and upkeep, filing, scanning and photocopying and dealing with all general matters including cash handling in line with School processes and procedures.
* Undertake and continuously improve general administration duties in accordance with departmental requirements such as telephone cover and message services, office systems, the arranging of meetings and maintaining diaries as requested by the Business Administration Manager, Bursar or SMT.
* Use of School Management Information System (iSAMs) to view and update records as required.
* Utilise software packages such as Microsoft Office to produce correspondence, newsletters and reports, to support the School’s CAT and Admissions.
* Process day to day correspondence in an efficient manner, drafting responses where appropriate and ensuring that priorities are dealt with swiftly.

**GENERAL RESPONSIBILITIES**

* Develop effective working relationships with a diverse range of contacts both within the School and externally to ensure efficient delivery of services to staff, pupils, visitors and parents.
* Uphold and be mindful of the School’s Data Protection Policy and confidentiality.
* Take a full part in School life and the community and work towards and support the School vision and objectives outlined in the School Development Plan.
* Promote the principles of equality and diversity for all pupils and staff, both current and prospective in accordance with the School’s policies and values.
* Engage in the School’s Performance Assessment Review (PAR) process and actively pursue personal development opportunities and take full advantage of training and development provided in relation to the post.
* To be a proactive member of the CAT, assisting other team members as and when necessary.

It should be noted that a job description is not an exhaustive list of activities, and employees may be asked to carry out other duties commensurate with the grade of the post. The job description may also be amended to take account of changed circumstances, and employees will be consulted if this is necessary.

The post holder’s responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he is responsible, or with whom s/he comes into contact will be to adhere to and ensure compliance with the School’s Child Protection Policy Statement at all times. If, in the course of carrying out the duties of the post the post holder becomes aware of any actual or potential risks to the safety or welfare of pupils in the School s/he must report any concerns to the School’s Designated Safeguarding Lead.

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PERSON SPECIFICATION

In making an appointment at John Lyon we look for the person who, during the selection process, best demonstrates their skills and abilities as follows:

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|  | **ESSENTIAL** | **DESIRABLE** |
| **EDUCATION & KNOWLEDGE** |  |  |
| Educated to GCSE level or equivalent (at least C in Maths and English) | X |  |
| Completion of an ECDL or other Microsoft qualification |  | X |
| **SKILLS & EXPERIENCE** |  |  |
| Advanced level experience of Microsoft programmes (i.e. Outlook, Word, Excel, PowerPoint, Access and Publisher) | X |  |
| Excellent IT Skills including experience of School Management Information Systems or business administration databases | X |  |
| Demonstrable experience of providing excellent customer service  | X |  |
| Ability to produce letters, detailed reports and convey information that needs careful explanation or interpretation | X |  |
| Ability to minute and produce accurate records of meetings and events | X |  |
| Ability to present information in a logical and systematic manner and to interpret figures with skill and understanding |  | X |
| Self-motivated, professional and approachable providing excellent team support and best working practices | X |  |
| Experience of establishing and maintaining a range of management information systems, ensuring accuracy  | X |  |
| Experience of using initiative and creativity to resolve problems, identifying practical and suitable solutions | X |  |
| Proven ability to develop and maintain effective professional working relationships and networks with a wide range of stakeholders and use these relationships to improve service effectiveness and delivery | X |  |
| Proven track record of working in an environment where the ability to work at speed is crucial | X |  |
| Experience of planning, prioritising and organising personal workload or resources and proactively working with others to achieve team objectives | X |  |
| Strong relationship management skills with the ability to deal with people at all levels confidently, sensitively and diplomatically | X |  |
| Confidence and the ability to challenge actions that go against protocol and risk the department’s reputation | X |  |
| Accustomed to finding innovative ways to drive efficiency, actively shaping the environment, reviewing working practices and delivering excellence | X |  |
| The ability to support a variety of school and business-based processes incorporating administration, admissions, estates and marketing | X |  |

As a provider of employment and education, we value the diversity of our staff and pupils. We are committed to providing a fair, equitable and mutually supportive learning and working environment for all pupils and staff.