

# ◆ EDINBURGH ◆

THE CITY OF EDINBURGH COUNCIL

## City of Edinburgh Council Job Profile

**DEPARTMENT:** Children & Families  
**SECTION:** Secondary / Community Schools  
**POST:** Clerical Assistant  
**RESPONSIBLE TO:** Senior Clerical Assistant / Administrative Officer /  
Business Manager

### **Purpose of Job**

To undertake clerical duties within the school under the supervision of the Business manager. Day to day work may be allocated by the Administration Officer.

### **Major Tasks**

The postholder may be expected to undertake any of the following duties:

General typing and word processing for staff throughout the school including: correspondence, reports, minutes, records and returns, purchase orders, class handouts, information bulletins, etc.

Reprographic duties – eg photocopying, collating, stapling, binding. Delivery of completed work to departments as required. Departmental billing and costings, stock control, on-line ordering of consumables.  
Dealing with disposal of confidential waste.

Reception and switchboard duties. Receiving visitors, taking and relaying messages, answering simple queries, locating staff, etc. Dealing with sensitive and/or confidential queries as first point of contact in school.

Internal communications – locate members of staff or pupils in the school. Deliver messages and take round notices. Obtain information for preparation of school bulletin/daily staff absence reports etc.

Keep internal records such as class lists. Make out and update pupil records and prepare returns of admits and leavers. Maintain pupil record filing systems. Assist with the preparation returns for Children & Families and the Scottish Government...

Procurement – requisition and receive resources using Oracle system and progress outstanding orders. Keep records of departmental spending.

School meals - record dinner money; issue lunch tickets and administer cashless catering system and cards. Maintain and update free meals roll. Prepare return of meals supplied and cash banked.

Collection and recording of money for school trips, events and functions and preparation of money for banking.

Assist with administration for outings and excursions, e.g. send out parental consent forms; organise transport.

Clerical tasks associated with examination arrangements.

Stamp outgoing mail and keep post book.

Issue bus passes and travel tokens.

SEEMIS – operation of the computerised administration package.

Registration and Group Tutor Folders:-

- Issuing group tutor folders every morning receiving back at end of registration and inserting every day on SEEMIS.
- Sending text messages to parents, receiving feedback and updating as appropriate.
- Recording and printing period by period absence
- Inserting in folders as required all information for pupils and staff

In Community High Schools-

- Assisting with day adult enrolments. Collecting and banking fees for same.
- Advising day and evening adults on classes available – both personally and by phone
- Preparation of booklets, newsletters, bulletins etc for day and evening adult classes

Any other relevant duties as directed

### **Job Activities**

Carry out administration tasks associated with letting community facilities

Record pupil grades and prepare individual student reports using Pupil Performance and Monitoring System (PPMS)

Maintain continuous professional development records and book courses

Provide admin support to the Pupil Support Groups including taking minutes and maintaining confidential files

Provide a secretarial service to the Head Teacher

Input data to the GLAR (council invoicing system)

Administer the recruitment process from advertising to appointment

Record tutor hours and submit payroll information to HR/payroll services

Establish student attendance and maintain, update and submit EMA (Educational Maintenance Allowance) records

Carry out the administration process to ensure that pupil exclusions are correctly recorded and dealt with

Plan, record and administer pupil detention schedule

Prepare and ensure accuracy of the annual return (all staff and pupil details) to the Scottish Executive (ScotXed)

Regular update of school website content

Requisition of resources using Oracle system and check and receive goods into stock.

Inform parents using Group Call (Truancy Call) system of student unexplained absence

Carry out basic first aid and supervisory task where a child is showing symptoms of illness including contacting parents

Administer the provision of school uniforms with direct contact with the suppliers

In the absence of the Lettings Manager carry out tours of the available school facilities and establish user requirements

Processing of transactions with regard to trust fund available to the school

### **Supervision and Management of People**

None

### **Creativity and Innovation**

Create template documents using appropriate software.

Provide input to enhance the efficiency of a number of administrative processes

Design and production of school brochures, leaflets and other promotional material

### **Contacts and Relationships**

Head Teacher, Business manager, Admin Officer and Senior Management Team exchanging information and administrative duties to support effective administration of the school.

Students, parents and family members and members of the public exchanging information and providing advice

Facility users, sports, clubs, community organisations to arrange bookings and provide information.

Other Council departments, e.g. HR service centre/Payroll, Workforce Learning & Development unit; submitting reports, exchanging information and requesting advice.

Suppliers and contractors to co-ordinate the provision of services delivered to the school.

### **Decisions (Discretion)**

When a course is cancelled and in the absence of the Programme Organiser identify an alternatives or cancel the course.

Screening visitors or calls requests to contact Head Teachers, Teaching Staff or Business Manager or Senior Management Team

### **Decisions (Consequences)**

By questioning a caller or visitor, decide the most appropriate person to contact or provide advice or a solution minimises waste of staff time.

Appropriate action will be taken to ensure the pupil's health, welfare and safety.

### **Resources**

Involved in cash handling and the administration of school DSM and school funds. The post has no direct budget management responsibility.

## **Environment – Work Demands**

Tasks and deadlines are planned in relation to appropriate cycles e.g. : daily, weekly, monthly, termly, sessionally (school year)

Additional tasks are allocated by Line Manager or Senior Management Team as appropriate and whom are based at the same location

## **Environment – Physical**

Light carrying, standing and walking for delivery of messages to staff or pupils daily throughout the day.

## **Environment – Working conditions**

Generally works in an office.

## **Environment – Work Context**

On a daily basis can come in to contact with parents or pupils who may be unhappy with the decisions made by the school and will refer this to appropriate guidance staff and maintain an activity log.

## **Knowledge and Skills**

Communication skills (written and verbal) and Interpersonal skills in dealing with staff, pupils, parents, outside agencies etc.

IT skills: Knowledge of computer systems – eg Microsoft Office, email, Oracle, SEEMIS, Impact (Cashless catering), Group Call, Letts Express (for letting of school facilities), data entry, attendance registers, upkeep of records, correspondence, programming MFD, network printing and scanning. Willingness to engage in appropriate training to ensure smooth running of all IT systems within the school environment.

Customer care skills, telephone skills: Reception duties and dealing with enquiries

Empathy and sensitivity: Dealing with staff, pupils, parents, outside agencies

Cash handling, using computer packages/systems; Stock ordering, invoicing, recording attendance, updating pupil and personal records, issuing lunch cards, alerting parents to pupils absence, letting of school facilities

Receiving/receipting/balancing cash from all sales, e.g. ties, lunch money, school trips, “One Cards”

Dealing with enquiries, directing contractors a, dealing with problems

A good level of literacy and numeracy and keyboard skills is essential.

## Organisation Structure

**BUSINESS MANAGER**

/

**ADMINISTRATIVE OFFICER**

/

**CLERICAL ASSISTANT**

### RESPONSIBLE FOR:

None.

### ADDITIONAL INFORMATION:

This post is considered Regulated Work with Vulnerable Children and/or Protected Adults, under the Protection of Vulnerable Groups (Scotland) Act 2007. Preferred candidates will be required to join the PVG Scheme or undergo a PVG Scheme update check prior to a formal offer of employment being made by the City of Edinburgh Council.

### EMPLOYEE SPECIFICATION:

#### Council Core Competencies

<p><b>These Council Core Competencies apply to all positions:</b> Being Customer/Client Focused Working Effectively with Others Managing Change Taking Ownership and Responsibility Communicating Effectively Planning and Decision Making</p>
<p><b>These Council Core Competencies apply to positions with responsibility for managing people or resources:</b> Leading Others Managing Performance and Developing others Political Sensitivity</p>

<b>Clerical Assistant</b>	<b>Essential</b>	<b>Desirable</b>
Experience	Previous general office experience	Experience of staff supervision

	<p>Experience of reproduction, switchboard and reception duties</p> <p>Must have experience of handling cash</p>	
<p>Knowledge, Skills and Understanding</p>	<p>Confidence in information technology, specifically Microsoft Office software</p> <p>Good communication and interpersonal skills</p>	<p>Knowledge of the school SEEMIS software package</p>
<p>Qualifications and Training</p>	<p>A good general education - be literate and numerate</p>	<p>Educated to 'O' Grade or equivalent</p>
<p>Job Specific Requirements</p>	<p>Ability to work as part of a team</p> <p>Able to establish effective relationships with pupils, staff and parents</p>	<p>Competent typist with good word processing skills</p> <p>Ability to create and maintain filing and records systems</p> <p>Demonstrate initiative and self motivation with the ability to identify needs and solutions</p>
<p>Applicants should always check the Job Vacancy Summary for any specific Employee Specification Requirements for the advertised vacancy.</p>		