

ABERDEEN CITY COUNCIL

JOB PROFILE

1 Job Details	
Job Title:	School Support Assistant
Job Profile No:	
Function:	Operations
Cluster:	Integrated Children & Family Services
Grade:	G07
Version Date:	October 2012

2 Job Purpose
<i>To assist with the provision of administrative, clerical and reception services within a primary or special school, which support the needs of both internal and external stakeholders.</i>

3 Reporting Relationships
<p style="text-align: center;"><i>Head teacher</i></p> <p style="text-align: center;"><i>School administrator (primary / ASN)</i></p> <p style="text-align: center;"><i>School support assistant (primary / ASN)</i></p> <p style="text-align: center;"><i>(NB – this structure should be amended to reflect the actual structure within the school)</i></p>

4 Outcomes
<p>The post holder will be expected to:</p> <ul style="list-style-type: none"> • Assist with the financial systems and procedures operated within the school. • Assist with the administrative and clerical work within the school • Reception duties. • Operate relevant MIS and a variety of IT packages in accordance with corporate and school procedures.

5 Knowledge
<p>The post holder needs to be able to demonstrate an understanding or experience of:</p> <ul style="list-style-type: none"> • Office and reception work • Basic IT skills • Microsoft packages, including word and excel

6 Job specific skills and competencies
<p>The post holder is expected to demonstrate:</p> <ul style="list-style-type: none"> • Competency in keyboarding, including data input. • Ability to contribute positively to a team

7 Organisational Behaviours

The post holder is expected to display the following behaviours:

Communication:

- Relates well to others and works with them to help meet their needs.
- Responds to other peoples communication in a timely manner
- Communicates information clearly and concisely
- Asks appropriate questions to check understanding
- Uses appropriate language which is clear and unambiguous (Plain English).

Customer focus:

- Resolves customer queries at the point of contact and only refers to others when genuinely appropriate
- Is knowledgeable about services provided
- Deals with customer enquiries in a helpful and friendly manner.

Professionalism:

- Meets and maintains standards consistently.
- Is resilient – bounces back and persists in the face of obstacles
- Is flexible and willing to accept change
- Maintains confidentiality.
- Keeps skills and knowledge up to date.
- Meets deadlines
- Manages time well

Respect:

- Shows respect for people at all levels
- Shows consideration for others views, privacy, beliefs and ability
- Is courteous, polite and considerate to all.
- Complies with council policies, procedures and guidelines.

8 Requirements of the Job

The post holder needs to hold as a minimum:

- PVG Membership for Regulated Work with Children and/or Protected Adults
Or, a willingness to obtain prior to a formal offer of employment being made.

9 Development

The post holder must have undertaken or be committed to undertaking the following within a specified period:

- Job specific training in regard to school MIS.
- On line courses “protecting children” and “data protection essentials”
- Other training and development as identified as is necessary for the role.