VICTORIA COLLEGE BELFAST
2A Cranmore Park Belfast BT9 6JA

CLERICAL OFFICER AND RECEPTIONIST

Job Description

5 MARCH 2020
JOB DESCRIPTION:

POST TITLE: Clerical Officer

SALARY: Spinal Column Points 6 to 13

RESPONSIBLE TO: The Principal through the Head of the Preparatory School and the Head of Corporate Services

RESPONSIBLE FOR: Not Applicable

JOB PURPOSE:

To provide administrative, clerical and secretarial support to the Principal, the Head of the Preparatory School, College staff and the Board of Governors.

To provide an excellent reception service and ensure that all visitors to the College are received in a polite, professional and helpful manner and that all queries about the College and its activities from staff, parents, pupils, visitors, and others are addressed professionally and courteously.

To help create and maintain appropriate, accurate and up-to-date staff and pupil records using the School Information Management System (SIMS).

MAIN DUTIES AND RESPONSIBILITIES:

1.0 RECEPTION AND SECRETARIAL

1.1 Provide excellent customer service and ensure that all visitors to the College are received in a polite, professional and helpful manner. Provide hospitality as and when required.

1.2 Operate the telephone switchboard in an effective and efficient manner and ensure that all calls are handled professionally and courteously.

1.3 Handle and address all queries about the College and its activities from staff, parents, pupils and others in a polite, professional and helpful manner.

1.4 Undertake word processing, typing, filing, duplicating, and photocopying tasks in support of administrative processes, including the use of email, intranet and internet facilities as and when appropriate.

1.5 Sort, screen and distribute all incoming mail and screen, frank, log and post all outgoing mail.

1.6 Ensure the secure storage of valuable items and confidential documentation.

1.7 Assist with the retention and disposal of information in a manner consistent with the policy of the College and the requirements of the Data Protection Act.

1.8 Maintain diaries, arrange and schedule appointments and meetings, develop travel plans and make travel bookings, and provide a general secretarial service for all staff in the school.

1.9 Service meetings and draft meeting minutes as and when required.
2.0 GENERAL ADMINISTRATIVE PROCESSES AND RECORDS

2.1 Provide administrative, clerical and secretarial support to the Principal, College staff and the Board of Governors.

2.2 Develop, maintain and operate manual and computerised information systems that process and store information relating to pupils, staff, parents and governors (such information may relate inter alia to attendance, examinations, pastoral care, medical services, transport, fees, budgets, meals, events, maintenance and recruitment).

2.3 Create and maintain appropriate, accurate and up-to-date staff and pupil records using the School Information Management Systems (SIMS).

2.4 Assist with the completion and submission of records, registers, filings and returns as and when required.

2.5 Assist with the administration of pupil assessments and reports as and when required.

2.6 Assist with the update and maintenance of the College website as and when required.

2.7 Contact relevant personnel and receive and distribute information.

3.0 PURCHASING, SUPPLIES AND FINANCE ADMINISTRATION

3.1 Assist with the operation of purchasing and requisitioning procedures where appropriate, including the ordering, purchasing, receiving, checking, storage and distribution of resources.

3.2 Assist with the stock control of office supplies and resources as and when required.

3.3 Liaise and communicate with the Finance Office as and when required.

4.0 GENERAL CONDITIONS

4.1 All duties must be carried out strictly in accordance with:
   - all relevant Acts of Parliament, Statutory Instruments and Regulations;
   - all relevant Codes of Practice and guidelines; and
   - any other legal requirements.

4.2 All items of equipment must be used properly and safely. Any equipment defects and any accidents at work must be reported immediately to the Estates Manager.

4.3 All duties will be carried out in the working conditions and environment normally inherent in the job of the post-holder.

4.4 All of the necessary administration associated with the correct performance of the job must be completed by the post-holder on an accurate and timely basis using computerised and manual systems as required.

4.5 Duties will be carried out for jobs up to and including those in the same grade, provided such duties are within the competence of the employee.
5.0 TRAINING

5.1 The post-holder will be required to accept any training offered by the College for jobs graded at a higher level than this post. However, payment will only be made by the College where there is a requirement for the higher level duties to be carried out.

5.2 The post-holder will be required to accept any training offered by the College that is needed to facilitate the proper performance of duties up to and including the duties set out in this job description (such training to include induction training and refresher training).

5.3 The post-holder will be required to keep up-to-date with trends and developments in school administration and computerised school management systems.

All of the duties and responsibilities set out above will be carried out within the context of ensuring that the College achieves its aims and objectives.

The duties and responsibilities set out in this job description are neither exclusive nor exhaustive and the post-holder may be required to undertake any other commensurate duties and responsibilities as requested from time to time by the Head of Corporate Services, the Principal, or the Board of Governors.

This post was subject to a read across by the Central Management Support Unit of the Education Authority on 13 April 2015 and confirmed to be equivalent to the evaluated generic post of Clerical Officer NJC Spinal Column Points 1 to 4.

It is acknowledged that the contents of this generic job description are not subject to appeal.