

Job Description

Parent & Community Liaison Assistant

Effective Date:	2022-23 (Revised Annually)
Job Level:	Single Status Local Hire Position
Responsible to:	Lead Parent & Community Liaison
Working Hours:	Sunday – Thursday; 9.00am to 5:00pm. On occasion, you may be required to work outside of these hours if there are school events or as per the needs of the school. There is an expectation to attend team/school meetings, these will not exceed 20 hours per academic year. In addition to this all employees should attend whole school staff meetings every term. You will not be paid extra for attending meetings listed above as this time has been included in your remuneration.
Annual Leave:	6 weeks holiday per annum to be taken as agreed with line manager

Main Purpose of the Position and Key Responsibilities

The Parent & Community Liaison Assistant is the first point of call for visitors to the school, parents, staff and students. As the 'face' of the school the Parent & Community Liaison Assistant should be welcoming, personable, helpful and able to represent the School in a professional and friendly manner. In addition, it is essential that the person for this role is organised, able to multitask, work flexibly and have a 'can do' approach to work, as no two days are the same. The Parent & Community Liaison Assistant is also required to assist the Director of Finance & Business Development with various administrative tasks, requiring a good level of IT skills.

Customer Service

- To act as the first point of contact for the school: welcoming visitors and responding to telephone and email enquiries in a friendly, helpful and constructive manner and ensuring that appropriate actions are taken in a timely manner.
- Communicating with parents regarding all aspects of school life, receiving and passing on information.
- Liaising with parents regarding late pick up and drop off.
- Assisting with all admissions related tasks, including preparations for and assistance at Open Mornings, taking calls and recording details of enquiries from prospective new families when required.
- Assist the accounts department with receipt of payments.
- Customer face of uniform shop at busy times of the academic year.

Administration

- Uniform Shop coordination.
- Sign staff and students in and out of school when going off site
- Assisting with selling tickets for school productions/events
- Maintaining and updating school information, records and databases in respect of late students or going off site
- Receive, sort and distribute all packages, deliveries and mail using Couriers i.e. DHL/FEDEX including exam papers/certificates
- Ensuring that the reception area is kept smart and tidy
- To assist with the ordering of stationery, materials and resources and ensuring that stock levels are maintained
- Assisting with various administrative tasks and duties, utilising Microsoft and Google applications, email and the school database updated. (training will be provided)
- Undertake any other reasonable duties as discussed and directed by the Line Manager.
- Liaising with school PA's to ensure awareness of events and visitors to the school.

Enrichment

- Provide assistance to the Head of Enrichment and provide full administrative support for the Extra-Curricular Activity (ECA) programme.
- Assist parents with sign-up and how to view their children's activities & timetable on Engage once allocated and manage the waiting list for clubs
- Parent liaison after school core hours.

Campus

- Ensuring the safety and security of the school at all times, making sure that the front door is open and entry to the premises controlled. Ensuring that all visitors sign in and take a visitor badge and fire & incident procedures card where necessary.
- Managing and maintaining Fire and Incident Procedure Cards.
- To act as a fire marshall in the absence of the Lead Parent & Community Liaison.
- Liaising with the Head of Security ensuring that they are informed of events.

Professional Development

- To undertake appropriate CPD and training in connection with these responsibilities and personal career prospects.
- To manage the performance development of the Parent & Community Liaison Assistant by leading, evaluating, supporting and celebrating good practice and identifying areas for improvement.

Other:

- To have professional regard for the ethos, policies and practices of the school and maintain high standards in your own attendance and punctuality.
- To uphold the code of Professional Conduct in your contract, demonstrating integrity and confidentiality at all times relating to school matters.
- Act in accordance with the professional duties and responsibilities outlined in the contract, staff handbook, job description and performance review.

- There is an expectation to attend team/school meetings, these will not exceed 20 hours per academic year. In addition to this all employees should attend whole school staff meetings every term. You will not be paid extra for attending meetings listed above as this time has been included in your remuneration.

Note
This job description reflects the present requirements of the post. As duties and responsibilities change and develop, the job description will be reviewed and be subject to amendment in consultation with the post holder.

BSM is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. Appointments are subject to satisfactory references and DBS/Police Safeguarding clearance.

Person Specification

Factors	Essential Criteria
Educational and Training	<ul style="list-style-type: none"> • Degree qualified • Strong Administration experience • Previous experience working as a Secretary/ PA is desirable
Skills and Knowledge	<ul style="list-style-type: none"> • Excellent administration and organisation skills • Excellent IT skills • Strong interpersonal and communications skills • Accuracy and excellent attention to detail. The desire and ability to take ownership of tasks and see them finished on time and to a high standard • Working knowledge of Microsoft Office including Google suite • Fluent in English; reading, speaking and writing. • Time-management skills and the ability to work under pressure
Competencies	<ul style="list-style-type: none"> • Strong communicator with a warm, friendly and approachable personality • Strong administration and organisational skills • Energetic, motivated and enthusiastic • Professionally discreet and able to respect confidentiality • Ability to use own initiative and work well as a member of a team • Commitment to safeguarding and promoting the welfare of children and young people • A flexible, target-driven, proactive approach
Special Circumstances	<ul style="list-style-type: none"> • Willingness to work outside normal office hours on occasion.