

## JOB DESCRIPTION

**Post Title:** Appointments Assistant - Support Staff

**Directorate:** DIRECTORATE OF CHILDREN'S SERVICES  
**Portfolio/Service Area:** Support Services - Staffing and Appointments Section

**Scale/Grade:** Scale 4

**Reporting To:** TEAM LEADER - SUPPORT STAFF

**Responsible For:** Occasional supervision of temporary staff.

### **Main Purpose of Job:**

- To provide first line HR staffing service to a range of establishments, where the Council may not always be the employer, including community, voluntary aided, trust/foundation schools.
- To be responsible for carrying out all HR administrative arrangements for the advertisement of, and subsequent appointment to, approximately 1,500 support staff in approximately 50 schools, for an allocated group of schools.
- To be responsible for carrying out staffing and salaries procedures related to processing claims for overtime, lettings, relief support staff salaries, calculating honorariums and acting allowances, and maintenance of records in the allocated schools.
- To advise or to provide advice/answers for Headteachers/Governing Bodies/School Business Managers and Administrators and for individual support staff as appropriate on specific, complex and detailed questions about pay or terms and conditions of employment.
- To advise or provide advice/answers for Headteachers/Governing Bodies/School Business Managers and Administrators on school lettings procedures.
- To assist in providing statistical and related information on various aspects of the support staff in schools as appropriate.
- To respond to and seek resolution of queries, liaising with colleagues and advising as necessary in order to ensure the query is solved. This involves making decisions and giving advice based on appropriate information which follows identification of the issue.
- Researching and investigating information from a range of different sources and dependent on the nature of the query using creative problem solving skills.

## **Responsibilities, Duties and Tasks:**

- To ensure appointment letters for permanent, temporary, fixed-term and casual support staff appointments are processed, checked and despatched as appropriate, ensuring correct information is issued regarding the Local Government Pension Scheme.
- To be responsible for processing and entering into the SAP HR and payroll system contractual and payroll variations in line with monthly payroll deadlines and to liaise with Financial Services as necessary. Also maintaining and updating manual records.
- To process claims for additional hours, substitution pay, lettings and casual support staff hours on a monthly basis.
- To record and monitor employee absences in accordance with current policy in a timely manner, ensure receipt and retention of appropriate absence certification and to liaise with Headteachers in relation to any concerns. To calculate and administer sick pay allowance entitlements in accordance with relevant policy/contractual terms.
- To check, collate, and to process advertisements for support staff through Job Opportunities For You.
- To calculate honorariums and acting allowances and advise Headteachers/Governing Bodies/School Business Managers and Administrators on their application.
- To provide advice on specific questions about pay, terms and conditions of employment and school lettings procedures.
- To maintain support staff establishment and appointment records, as required, and to assist in providing statistical and related information on various aspects of the management and deployment of the support staff.
- To provide a first point of contact for Headteachers/Governing Bodies/School Business Managers/Administrators/employees and outside agencies providing information, advising in response to queries and relaying messages where appropriate.
- To carry out all the duties required of the post by any appropriate means, whether manual, electronic or other, including carrying out, at a level appropriate to the post, work related to the use and application of new technology.

## **General Duties:**

- To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training.
- To undertake such other duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job.
- To undertake health and safety duties commensurate with the post and/or as detailed in the Directorate's Health and Safety Policy.

**Contacts:**

In all contacts the postholder will be required to present a good image of the Directorate and the County Council as well as maintaining constructive relationships.

Internal: Headteachers/Principals, Chair of Governors/Governors, School Business Managers and Administrators, Senior Officers – Children's Services, Payroll Services, Human Resources colleagues, Children's Services Finance, School Support Staff – employees.

External: Headteachers/Principals in other Authorities, other LAs, external Payroll Services, DSS, financial institutions and general public.

**Notes:**

- The Council reserves the right to alter the content of this Job Description, after consultation, to reflect changes to the job or services provided, without altering the general character or level of responsibility.
- Reasonable adjustments will be considered as required by the Disability Discrimination Act.
- The duties described in this Job Description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Council's Equal Opportunities Policy.

Prepared by: J. Draper

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