



King Edward VI Grammar School, Chelmsford

JOB DESCRIPTION

TITLE:	CSSE Transport Administrative Assistant
RECOMMENDED BAND:	2
PURPOSE OF JOB:	To provide administrative support for the Consortium Transport Office
RESPONSIBLE TO:	CSSE Selective School's Secretary

DUTIES & RESPONSIBILITIES:

- To deal effectively and efficiently with a range of enquiries from parents and members of the public on the telephone and in writing.
- To liaise with bus companies and the CSSE schools maintaining good working relationships.
- To send out correspondence on behalf of the bus companies detailing amendments to services and prices etc.
- To maintain record systems and input data from travel registration cards. Maintain accurate and secure student records.
- Updating database with prices, routes and bus stops and making colleagues aware of changes.
- Responsible for creating and print invoices from the CSSE database. Pack and dispatch invoices to approximately 1000 parents.
- To receive payments, cash, bank transfers, cheques and cards, maintain payment summaries, inputting payment details and amounts onto Excel spreadsheets and reconciling, the totals with the bank accounts.
- To pack and dispatch efficiently and accurately bus passes and letters to parents.
- To reconcile monies owed to bus companies, using Excel, ensuring amounts agree to the bank entries.
- To liaise with colleagues within the Consortium Office to ensure the sharing of good administrative practice and knowledge.
- To provide assistance with the 11+ examinations procedure when necessary.

General:-

- Undertake any relevant training as appropriate
- Willingness to cover other office responsibilities as part of the team
- Any other duties as may reasonably be requested of the postholder, eg. First Aid, Fire Drill etc.



PERSON SPECIFICATION
CSSE Transport Administrative Assistant

	Essential	Desirable
GCSEs or equivalent	X	
Previous administrative experience	X	
Transport administrative experience		X
High level customer care experience, dealing with matters of a diverse and confidential nature	X	
Proficiency in the use of office equipment – PC's, scanners, photocopiers, fax machines	X	
Experienced user of Microsoft Office, in particular Word, Excel, Access Databases and Outlook	X	
Sound interpersonal and communication skills – credible, tactful and diplomatic especially when dealing with parents	X	
Demonstrate ability to work to deadlines, defined timescales and under pressure	X	
Ability to effectively manage own time and workload	X	
Ability to demonstrate flexibility and positive response to change	X	
Demonstrate ability to be proactive and work on own initiative	X	
Demonstrate commitment to high standards of service		
Ability to consult with colleagues in an effective way	X	
Demonstrate a clear commitment to develop and learn in the role.	X	
Understand and implement child protection procedures	X	