

Receptionist / Administration Assistant

Salary - SCP 4-6

Hours: 37 hours per week

Contract type: Full time, permanent, term-time only +5 days (39 weeks)

Job Description

Role Summary

Working under the direction of the Senior Officer Manager, be responsible for undertaking administrative processes within the school to provide an efficient support service. Working alongside members of the Admin Team undertake administration support to ensure the efficient and smooth operation of the reception and guest areas, ensuring all visitors/guests are greeted in a professional, friendly, and courteous manner whilst supporting the efficient and effective running of school operations across a wide range of administrative areas

Role specific responsibilities:

Reception duties:

- To act as the first point of contact for the school, answering enquiries face to face via telephone call and online, taking messages and signposting as needed - ensuring all information is passed on promptly and accurately
- Provide a warm, professional, and courteous welcome to all members of the school community - visitors, staff, students and parents/carers
- Adhere to systems to assist with the safety and security of all within the school, ensuring entry to premises are controlled appropriately and visitor protocols are followed
- Ensure that reception, meeting rooms and office areas are maintained and welcoming
- Working both independently and effectively as part of the Administrative Team to provide an excellent reception and administrative support service
- Maintain visitor arrangements to support the Single Central Record, ensuring updates to the visitors are communicated promptly and accurately
- Support with administration around incoming and outgoing mail and written and verbal correspondence

Student Services duties:

- Assist with the Student Support Service, this may include welcoming parents and student's queries and dealing with general enquiries face to face or by telephone; taking messages or referring matters to the appropriate person
- Assist with student welfare duties, looking after sick students, liaising with parents / carers and relevant staff, dealing with student matters
- Provide/assist in locating a trained first aider to provide basic first aid when required
- Be responsible for passing messages on to students and delivering items to students as required
- Assist with the secure storage of confiscated items, returning them to the owner in accordance with the school policy
- Be responsible for the storage, housekeeping, returning and/or disposal of lost property
- Liaise with the relevant admin colleagues to ensure system updates are made promptly around changes to student details, contact information etc

Administration duties:

- Manage office stocks for stationery and resources to ensure stocks are replenished and orders are raised when required
- Under the direction of the Senior Office Manager, provide administrative support with financial processes, which may include raising orders, free uniform voucher processes, goods receipting, assisting with incoming payments and the chase up and logging of unpaid debts, escalating where appropriate
- Assist with arranging / monitoring transport for pupils attending the school.

- Provide administrative support to the necessary colleagues to assist with the smooth running of all school events and parent evenings
- Provide administrative support to the EVC around school trips, running reports, collating and storing consents and communicating with all parties as required
- Word processing of letters, documents and reports as required
- Maintain, collate and circulate pupil reports.
- Produce lists, information and data as required.
- Undertake general admin duties to support all areas of the school, which may include, photocopying, printing, word processing, minute taking, producing posters and leaflets, ICT support
- Provide hospitality to visitors and provide a professional and courteous service
- Manage updates to internal booking systems for school vehicles, assist with arrangements for meeting Rooms
- Support admin processes around school vehicles, ensuring the necessary procedures are followed around signing in and out of keys and fuel cards and vehicle checks are undertaken
- Assist with administration around the Free School Meal system, to include chase ups and logging appropriately to ensure that funding is optimised and students receive the correct allowance
- Communicate effectively with the Attendance Team and provide admin support with Attendance Team administrative tasks

General Requirements:

- Develop and promote high standards throughout the School
- Be familiar and comply with all relevant school and Trust policies and procedures relevant to the role
- Be aware of and support difference and ensure all pupils have equal access to opportunities to learn and develop
- Contribute to the overall ethos/work/aims of the school and Trust
- Appreciate and support the role of other professionals
- Participate in training and other learning activities and performance development as required
- Keep records in accordance with the Trust retention schedules, ensuring information security and confidentiality at all times
- Ensure all duties and responsibilities are undertaken in line with the school's health and safety policy contributing to the safety of children and young people and protect them from harm
- Provide administrative support to the wider school teams, when required, including the attendance, SEND, Admin and Reception Teams as required
- Safeguarding encompasses the duties of child protection and promoting the rights and welfare of children. As such it is everyone's responsibility to safeguard children in line with Keeping Children Safe in Education and provide a safe environment in which children can learn.
- Undertake any other duties, commensurate within the grade, at the discretion of the line-manager

Please note that this list of duties is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks that the postholder will undertake.

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Reporting to: Senior Office Manager

Employee Supervision: n/a

Person Specification

	Essential	Desirable
Education and Training	<ul style="list-style-type: none"> ● Good standard of education – GCSE's or equivalent in Maths & English 	
Experience	<ul style="list-style-type: none"> ● Carrying out administrative and secretarial tasks ● Dealing with face-to-face, electronic and telephone interactions 	<ul style="list-style-type: none"> ● Experience of working in a school environment ● Working and collaborating within a team ● Organising and minuting meetings
Skills and Abilities	<ul style="list-style-type: none"> ● Accurate keyboard skills and excellent working knowledge of ICT applications ● Good oral and written communications skills ● Ability to respond quickly and effectively to issues that arise ● Ability to plan, organise and prioritise to meet deadlines ● Ability to produce meeting minutes and documents of a high quality ● Ability to use own initiative and take action accordingly ● Excellent attention to detail ● Ability to use IT packages including word processing, spreadsheets and presentation software ● Ability to use relevant office equipment effectively ● Ability to build effective working relationships with colleagues ● Understanding of data protection and confidentiality ● Ability to maintain confidentiality. ● Customer orientated. ● Ability to build effective working relationships with staff and other stakeholders ● Ability to adapt and be flexible to the needs of the school. 	<ul style="list-style-type: none"> ● Understanding of safeguarding
Other Requirements	<ul style="list-style-type: none"> ● Commitment to promoting the ethos and values of the school and Trust and getting the best outcomes for all pupils ● Commitment to acting with integrity, honesty, loyalty and fairness to safeguard the reputation of the school ● Commitment to a team approach; exchanging ideas and providing support to colleagues where needed ● Ability to work under pressure and prioritise effectively ● Commitment to maintaining confidentiality at all times ● Commitment to safeguarding and equality ● Embraces change well ● Deals with difficult situations effectively 	

	<ul style="list-style-type: none"> ● Patient, flexible and adaptable, meticulous and conscientious ● Willing to undertake training and continuous professional development in connection with the post. ● Willingness to undertake an Enhanced DBS disclosure. 	
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This job description may be amended at any time in consultation with the postholder.

Behaviours and expectations:

All staff members are expected to adhere to and promote professional standards including the Trust and school's code of conduct and values.

General:

The post holder will be expected to undertake any other duties, commensurate within the grade, at the discretion of the Principal and develop and promote high standards of professional conduct in school.

You will be expected to carry out your duties in line with the School's policies, procedures and relevant legislation. You will be made aware of these in your appointment letter, contract, induction, ongoing performance management and development through school communications.

You will be expected to attend and participate in a wide variety of meetings as well as training and development activities to support the Trust, and your own professional development.

As part of your wider duties and responsibilities you will be required to promote and actively support the school's responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting people from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns you might have.

The post holder must be willing to undertake an enhanced Disclosure and Barring Service check. Please note that a conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.

12th December 2024