



# Clerical Assistant/Receptionist

**Salary:** SCP NJC 4-6  
**Reporting to:** Office Manager  
**Location:** Green Lane Primary School

## Main purpose of the job:

The main purpose of the job is to:

- 🎯 To provide routine general, clerical and administrative support to the school and the Inclusion Team

## Key Activities / Responsibilities:

### Organisation

- 🎯 Carry out reception and switchboard duties providing a high level of customer care
- 🎯 Provide ad hoc administrative duties for the school as directed by the Office Manager

### Administration

- 🎯 Provide routine clerical support for both general and SEND including but not limited to, typing, emailing, filing, scanning documents etc
- 🎯 Undertake routine and SEND administrative duties as directed by the Office Manager/Inclusion Team e.g. inputting information onto annual review forms prior to meetings, uploading documents to relevant portals)
- 🎯 Undertake the distribution of messages received
- 🎯 Support the administration team with basic data inputting e.g. attendance marks etc
- 🎯 Undertake hospitality as and when required including setting up meeting rooms, organising refreshments etc



### Resources

- 🎯 Operate relevant equipment/ICT packages/information systems (eg Microsoft Office, Arbor, e-mail, internet etc)
- 🎯 Provide advice and guidance to staff, pupils, parents/carers and others
- 🎯 Assist parents with payment systems and communication systems etc







### Support for the school

- 🎯 Be aware of and comply with the school and Trust policies relating to child protection, health and safety, confidentiality and data protection
- 🎯 Be aware of and support difference and ensure all pupils have equal access to opportunities to learn

and develop

-  Contribute to the development of a positive inclusive ethos
-  Establish constructive relationships and communicate with other professionals to support the achievement and progress of pupils including but not limited to: internal at all levels, parents/carers, governors, local authority, contractors, external agencies



#### Range of decision making

-  To make decisions within established working practices and procedures
-  Has a good working knowledge of techniques for solving problems within own role, following procedures where required
-  Considers the impact of others when prioritising and completing tasks
-  Knows own limits on decision making and when to refer to a higher authority
-  Make decisions on informed judgements
-  The post holder will be expected to use good common sense and initiative in all matters relating to:
  - The conduct and behavior of individuals, groups of pupils and whole classes
  - The correct use of care of materials by individual and small groups of pupils
  - The safety, mobility (if required) and hygiene and well-being of pupils

#### Responsibility for assets, materials etc

-  General responsibility for the care of all equipment within the designated area of the school




#### Specific conditions of service

-  The post holder may be asked to work up to 2 weeks out of term time in any school year, for which there will be extra remuneration
-  Contribute to the development of a positive inclusive ethos in terms of behavior and dress.

# Person Specification- Receptionist



<b><u>Qualifications and Training</u></b>	<b><u>Essential</u></b>	<b><u>Desirable</u></b>
<ul style="list-style-type: none"> <li>Minimum of GCSE English and Mathematics at Grade C or above (or equivalent)</li> <li>NVQ Level 2 or equivalent or experience in a relevant discipline</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> </ul>	
<b><u>Knowledge/Skills</u></b>		
<ul style="list-style-type: none"> <li>This is a public facing role and therefore is necessary to be able to demonstrate fluency and proficiency in spoken English. To be able to converse at ease with members of the public (including children) and provide guidance and advice in accurate spoken English.</li> <li>Knowledge/experience of general office work</li> <li>Good literacy and numeracy skills</li> <li>Good communication skills including telephone/reception skills</li> <li>A basic knowledge of SEND</li> <li>Use of office machinery and able to undertake basic maintenance routines</li> <li>Have a neat and organised approach to work</li> <li>Be willing, courteous and able to work both using your own initiative and in a team</li> <li>Respect confidentiality</li> <li>Knowledge of school procedures</li> <li>Knowledge of Health &amp; Safety/First Aid regulations</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> </ul>
<b><u>Experience</u></b>		
<ul style="list-style-type: none"> <li>Experience of using Microsoft Office</li> <li>Experience of working in an office environment</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> </ul>	
<b><u>Other</u></b>		
<ul style="list-style-type: none"> <li>Willing to undertake further professional training as appropriate</li> <li>Commitment to raising standards</li> <li>Will not require holiday leave during term time.</li> <li>Must be legally entitled to work in the UK (Asylum and Immigration Act 1996).</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> </ul>	

<ul style="list-style-type: none"> <li> No contra-indications in personal background or criminal record indicating unsuitability to work with children/ people/vulnerable clients/finance (CRB check required).</li> <li> Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Disability Discrimination Act 1995.</li> <li> Ability to cope with requirements of the post, which may include working with pupils who have emotional and behavioural difficulties or physical difficulties.</li> </ul>	<div style="text-align: center;">✓</div> <div style="text-align: center;">✓</div>	
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**This post is subject to satisfactory vetting, including a satisfactory enhanced disclosure from DBS**