



ELDWICK PRIMARY SCHOOL

ADMINISTRATION ASSISTANT / RECEPTIONIST - Job Description

POST TITLE:	ADMINISTRATION ASSISTANT / RECEPTIONIST
GRADE:	BAND 5 (SCP 4-6)

The following information is furnished to assist staff joining the School to understand and appreciate the work content of their post and the role they are to play in the organisation. The following points should be noted:

1. Whilst every endeavour has been made to outline the main duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings, therefore, may have been used below, in which case all the usual associated routines are naturally included in the job profile.
2. Employees should not refuse to undertake work, which is not specified on this form, but they should record any additional duties they are required to perform and these will be taken into account when the post is reviewed.
3. Bradford is an Equal Opportunities Employer and requires its employees to comply with all current equality policies both in terms of equal opportunity for employment and access to the Council Services.
4. The Council is committed, where possible, to making any necessary reasonable adjustments to the job role and the working environment that would enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

PRIME OBJECTIVES OF THE POST:

To assist in the provision of high-quality professional, flexible, proficient and constructive clerical, administration, financial support and reception service to the school.

Responsible to the Business Manager/Headteacher from whom they will receive formal supervision and who will allocate work when necessary. However, much of the work is self-generating, and the post holder will be expected to work within established procedures and guidelines and to prioritise day-to-day work, referring only exceptional or complex queries to senior members of staff. In the absence of the Business Manager would be expected to liaise with senior team members to ensure continuation of essential services.

To provide prompt and effective information, advice and access to services provided by the school to parents/carers, governors, community groups, members of the public and other agencies, dealing with requests for help and intervention, seeking guidance from and working in conjunction with senior/qualified professional staff on more complex requests. Undertaking and promoting the School to public and external agencies.

May from time to time be required to undertake other duties commensurate with the grade and level of responsibility defined in this job description.

KNOWLEDGE AND SKILLS:

(See Personnel Specification)

EFFORT DEMANDS:

- Will work under supervision and on occasion under own initiative, working to the priorities set by the Business Manager/Headteacher.
- To contribute to the overall ethos/work/aims of the school.
- Will make decisions regarding individual visitors/callers in terms of the advice and information provided, liaising with other staff within the school and assessing the level of urgency.
- Day to day decisions regarding the organisation of the working area/workload and school priorities.
- To participate in in-school training and other training programmes as required, and maintain personal and professional development in order to meet the changing demands of the post.

RESPONSIBILITIES:

ORGANISATION

- To give advice and guidance as appropriate, making decisions regarding individual visitors/callers in terms of the advice and information provided, liaising with other staff within the school and assessing the level of urgency.
- To support/assist in the supervision of students on work experience, trainees and voluntary helpers.
- Undertake reception duties, answering routine telephone and face to face enquiries and signing in visitors
- Assist with pupil first aid/welfare duties, looking after sick pupils, liaising with parents/staff etc.
- Assisting with arrangements for visits by school nurse, photographer etc.
- Assist with maintaining the school website, as delegated by Headteacher / Business Manager.

ADMINISTRATION

- Provide high level of clerical support e.g. record and circulate messages to other members of staff, diary management, photocopying, filing, scanning, faxing, emailing, complete routine forms, sort and distribute mail, ensuring supplies of internal forms are kept well stocked.
- Create and maintain manual/electronic filing and information systems, including those of outside agencies e.g. DfE.
- Maintain and collate pupil reports and other manual systems
- Data inputting of computerised records/management information systems.
- Produce data/information/basic reports as required e.g. pupils' data.
- Undertake typing, word-processing and other IT based tasks (audio and copy typing services, letters, memos, minutes etc).

- Undertake routine administration, e.g. responding to letters and emails/maintaining and updating distribution lists/registers/school meals/arranging and coordinating meetings on behalf of other school staff/room bookings/minute taking/retrieve and disseminate information as appropriate to the needs of the school/school lettings and other uses of school premises.

RESOURCES

- Responsible for the safe keeping of office equipment and secure storage of supplies
- Operate office equipment e.g. photocopier, computer
- Maintaining stock and supplies, preparing and assisting in the processing orders, checking delivery notes and invoices ensuring they are correctly recorded, cataloguing and distributing as required.
- Responsible in the collection and recording of school dinner money, school fund accounts and other routine financial administration with frequent handling of substantial amounts of cash.
- Operate uniform/snack/'other' shops within the school.

OTHER

- Use good common sense and initiative in all matters relating to the conduct and behaviour of individuals, groups of pupils and whole classes; the correct use and care of materials by individual and small groups of pupils, the safety, mobility (if required) and hygiene and well being of the pupils.
- Make travel arrangements.
- Assist in the organisation and arrangements of school events/trips etc.
- Assist with marketing and promotion of the school.
- Preparing refreshments and clearing away.
- Receiving and escorting visitors around the school.
- To be responsible for reporting building maintenance in accordance with health and safety requirements.

ENVIRONMENTAL DEMANDS/WORKING CONDITIONS:

- Available to work during school hours during term time and a willingness to be flexible as may be required to attend staff meetings/training sessions outside of usual hours.
- Will have contact with members of the public/other professionals e.g. teaching staff, governors, parents/carers, community groups, local education authority, external providers etc.
- The post holder may occasionally be subjected to antisocial behaviour from members of the public/parents/site users
- This post may include a degree of manual lifting and handling. You are expected to be aware of health and safety policies and procedures and frequently assess your ability to carry out the lifting tasks required of you.
- Report all concerns to an appropriate person

FLUENCY DUTY

In line with the Immigration Act 2016; the Government has created a duty to ensure that all Public Authority staff working in customer facing roles can speak fluent English to an appropriate standard.

For this role the post holder is required to meet the Intermediate Threshold Level

Intermediate Threshold Level

The post holder should demonstrate:

- They can express themselves fluently and spontaneously with minimal effort and,
- Only the requirement to explain difficult concepts may hinder a natural smooth flow of language.

SPECIAL CONDITIONS OF SERVICE:

- No contra-indications in personal background or criminal record indicating unsuitability to work with children/young people/vulnerable clients/finance (An enhanced DBS check is required)

OTHER CONSIDERATIONS

- To be aware of and comply with policies and procedures relating to child protection; being vigilant for signs that children may be being abused and to report any such suspicions to the school's nominated Child Protection Co-ordinator or the Headteacher.
- To act in accordance with Data Protection Act principles and maintain confidentiality at all times e.g. access to staff/student/parent and carers files.
- Accept and commit to the principles underlying the Schools Equal Rights policies and practices.
- Be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act.
- Must be legally entitled to work in the UK.

PERSONNEL SPECIFICATION:

	ESSENTIAL (E)/DESIRABLE (D)
EXPERIENCE:	<ul style="list-style-type: none"> • Experience using Microsoft Office with good IT skills. (E) • Experience of working in an office environment (preferably within a school) to include development, management and operation of administrative systems. (D) • Experience in dealing with financial matters. (D) • Provide evidence of having previously spoken fluently to customers at an Intermediate Threshold Level (E)
QUALIFICATIONS/ TRAINING:	<ul style="list-style-type: none"> • Minimum of GCSE English and Mathematics at grade C or above (or equivalent). (E) • NVQ2 (or equivalent) in a relevant discipline. (D)
KNOWLEDGE & SKILLS:	<ul style="list-style-type: none"> • Knowledge / experience of general office work including reception, switchboard and typing/word processing. (E) • Good literacy and numeracy skills. (E) • Good communication skills including telephone/reception skills. (E) • Knowledge of and the ability to use office machinery e.g. photocopiers, scanners, shredding machine etc. (D) • Experience in the use of databases and other software packages with a high level of word processing/typing skills e.g. Microsoft Office (Word/Excel/Outlook etc.). (E) • Knowledge of maintaining financial information systems and making payments. (D) • Have a neat and organised approach to work. (E) • Be willing, courteous and able to work both using your own initiative and in a team. (E) • Respect confidentiality. (E) • In line with the Immigration Act 2016; you should be able to demonstrate fluency of the English Language at an Intermediate Threshold Level. (E)
PROFESSIONAL DEVELOPMENT:	<p>Someone who:</p> <ul style="list-style-type: none"> • Is willing to learn (E) • Takes responsibility for their own professional development (E) • Enjoys sharing learning with colleagues (E)
PERSONAL QUALITIES:	<p>Someone who:</p> <ul style="list-style-type: none"> • Is flexible and adaptable (E) • Understand and demonstrates the need for appropriate confidentiality (E) • Is reliable and punctual (E) • Has high standards and expectations (E) • Can remain calm in challenging situations (E) • Is open minded (E) • Is positive and enjoys life (E)