###### Aylward Academy Logo RGB Jpeg

#### JOB DESCRIPTION

**Job Title: Receptionist and Administration Support Assistant**

**Grade: Scale 3**

**Reports to: Office Manager/Senior Administrator**

**Hours 36 hours a week (Hours between 8:00 - 17:00)**

**Weeks: 52 weeks a year**

**Job Scope:** To deliver a welcoming, professional and efficient reception service to visitors and guests of the Academy. To answer all enquiries on the phone or redirect to appropriate person accordingly. To provide a comprehensive administration service to staff at the Academy.

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##### Reception Duties:

* To provide an efficient and welcoming reception service for the Academy dealing with both visitors and callers promptly and professionally
* Main person responsible for answering calls and either answering caller queries or directing them to the appropriate Academy personnel
* Welcome all visitors and ensure Disclosure Barring Service procedures are followed and correct signing in/out protocols are adhered to
* Respond to radio requests from colleagues asking for information or support
* Effectively use the Academy’s ICT systems to deliver colleague/student support e.g. Progresso, emails
* To take receipt of parcels/special deliveries and inform staff of their arrival
* To manage the booking system for meeting rooms

**General Duties**

* To provide reception cover during the Academy scholastic holidays liaising with Senior Administrator/Office Manager
* To undertake administrative ad hoc tasks as directed by the Office Manager
* To participate in meetings, attend training courses or CPD as required
* To ensure reception remains tidy, clutter free and looking professional during the working day
* To undertake any duties within the scope of this grade as required

**Other clauses:**

The above responsibilities are subject to the general duties and responsibilities contained in the statement of Conditions of Employment.

This job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed.

The job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year and it may be subject to modification or amendment at any time after consultation with the holder of the post.

This job description may be varied to meet the changing demands of the Academy at the reasonable discretion of the Office Manager

This job description does not form part of the contract of employment. It describes the way the post holder is expected and required to perform and complete the particular duties as set out in the foregoing.

**Post holders may deal with sensitive material and should maintain confidentiality in all Academy related matters.**