	Job Description: Business Support Assistant (Front of House)	Scale: Scale 5 Hours/ Weeks: 33hrs per week / 39 weeks Updated: September 2016
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Person reports to:	<ul style="list-style-type: none"> • Business Support Team Leader (BSTL)
Person supervises:	<ul style="list-style-type: none"> • None
Purpose of Job:	<ul style="list-style-type: none"> • To act as the first point of contact between the school and parents/carers and visitors, either by phone, email or face to face. • To provide a friendly, welcoming and professional service to students, parents/carers and visitors. • To contribute to the smooth running of the reception service while supporting the efficient running of the school office. • To support and assist within the House and Faculty Business Support Team, as required.

MAIN DUTIES AND RESPONSIBILITIES

1. Operational Duties

Flexible working will be required a various points throughout the school year and holiday periods to support student interventions, Saturday and summer schools. These hours will be agreed with the BSTL.

a) Reception Services

- Deal with enquiries from parents/carers, staff and visitors in a helpful and professional manner, offering guidance or signposting to other school teams, as appropriate.
- Maintain a strict level of confidentiality and discretion when taking calls or speaking to visitors.
- Maintain a high degree of professionalism, confidentiality, politeness, tact, sensitivity and awareness in relation to all duties undertaken.
- Operate the school's tannoy system, as directed, delivering clear, accurate and polite messages.
- Carry out a general range of reception duties, such as answering and making calls and taking accurate and complete messages in a professional and efficient manner.
- Operate the access control system for the school car park allowing entry only for staff and visitors and contractors on school business.
- Retrieve voicemail from the school's main telephone line and email messages from the general email addresses and re-direct them to the appropriate staff/teams, as appropriate, in a timely manner.
- Ensure visitors to the school are signed in/out and issued with visitor passes, in order to maintain the integrity of safety and security systems in the school. Politely but firmly

challenge anyone attempting to enter the school premises without a valid purpose, seeking immediate assistance when required.

- Ensure the reception area remains clean, tidy, welcoming and informative for visitors, ensuring that litter and obstructions are removed immediately and furniture is clean. Discourage students and staff from congregating in the reception area.
- Make immediate arrangements with the facilities contractor (Mitie) to ensure that deliveries to the reception area are removed and taken to the appropriate location so as to avoid unsightly obstacles.
- Open, sort and distribute incoming post and prepare outgoing post for collection by Royal Mail.
- With assistance from the Design, Display and Resources team, ensure that displays in the reception are relevant, informative, welcoming and up-to-date.
- Maintain the bookings system for the training room and meeting rooms.
- Assist the Business Support Officer (Student Services) with managing lost property, making arrangements for removal of long standing uncollected items, as directed by BSTL.
- Assist the Business Support Officer (Student Services) with the secure storage of confiscated mobile phones, and keeping of accurate records. Oversee collection of confiscated items by parents/carers following school procedures.
- Operate a variety of computer software systems and packages proficiently, including SIMS, Word, Excel, the cashless catering package and other software packages to carry out duties, undertaking relevant training as required.
- Contribute to the development of systems and procedures that enhance the quality and efficiency of the reception service.

b) Faculty, House and Front-of-House Business Support

- Meet weekly with the BSTL to review work plans, upcoming events and other activities so that levels of business support can be agreed and monitored.
- Provide support and assistance to the Faculty and House Business Support Team, as directed by the BSTL, including assisting with whole school and/or House mail outs.
- Attend Business Support Team meetings to receive updates and guidance on systems, responsibilities and processes, with the aim of ensuring consistent approaches across the school.

c) Fire Evacuation

- Chase House Teams for outstanding daily registers that have not arrived at reception by 09:30am. **These registers will be used in the event of an evacuation and so it is important that this is done daily and in time.**
- Be fully conversant with the school's fire evacuation procedure and carry out procedures proficiently for drills and actual evacuations in your designated area, or other area if you are unable to get to your location, carrying out a sweep of the area following the procedure to ensure staff and students leave the premises immediately and in an orderly manner.
- Undertake any required fire warden training.

2. Data Protection

- Be aware of your responsibilities under the Data Protection Act whilst carrying out your duties, seeking guidance and clarification from management, as required.

3. Additional duties


- Work within the framework of the school ethos, adhering to the Code of Conduct for staff at all times.
- Maintain high standards of professional behaviour and presentation.
- Any other duties commensurate with the grade which may be required from time to time.
- All staff are expected to take part in necessary training and staff development.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment within the London Borough of Newham. All employees are expected to understand and promote equality and diversity in the course of their work.

SAFEGUARDING CHILDREN

This school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment and uphold all relevant procedures.

		Person Specification and Selection Criteria	Scale	5
		Business Support Assistant (Front of House)	Updated	September 2016
Essential	Essential / Desirable	How the selection criteria will be assessed		
Qualifications				
Educated to at least GCSE or equivalent level, including English and Maths	E	Application Form		
Relevant IT qualifications e.g. ECDL (European Computer Driving Licence)	D	Application Form		
Professional Experience, Knowledge and Understanding				
Experience in a similar position and environment	D	Application Form, Interview		
Experience of using a wide range of office equipment	D	Application Form, Interview, Test		
Experience of operating switchboard systems	D	Application Form		
A good working knowledge of software packages for preparing documents and spreadsheets, such as Word, Excel and Google	E	Application Form, Interview, Test		
Abilities and Skills				
Good basic IT abilities with particular skills in MS Word and Excel	E	Application Form, Interview, Test		
Basic SIMS skills	D	Application Form		
Good organisation and administrative skills	E	Application Form, Interview, Test		
Good communication skills, both oral and written, conveying information clearly and accurately	E	Application Form, Interview, Test		
Good interpersonal skills	E	Application Form, Interview		
Ability to work proactively and solve problems within area of work/knowledge	E	Application Form, Interview, Test		
Ability to work within set procedures	E	Application Form, Interview		
Ability to maintain effective working relationships with students, parents/carers, colleagues and other stakeholders in the school community	E	Application Form, Interview		
The ability to plan time effectively and to organise oneself efficiently (self-manage)	E	Application Form, Interview		
Ability to work as part of a team	E	Application Form, Interview		
Ability to demonstrate initiative	E	Application Form, Interview		
Personal Qualities				
A commitment to working in a busy school environment	E	Application Form, Interview		
Flexible, motivated and committed	E	Application Form, Interview		
Good attendance and punctuality	E	Application Form, Interview		
Willingness to see a job through to completion	E	Application Form, Interview		
Energy and enthusiasm	E	Application Form, Interview		
Adaptability to changing circumstances and new ideas	E	Application Form, Interview		
Professional approach to working	E	Application Form, Interview		
Committed to the ethos of the school	E	Application Form, Interview		
Willingness to be flexible and take on additional duties as and when required	E	Application Form, Interview		
Willingness to participate in further training and development opportunities offered by the school	E	Application Form, Interview		
Equal Opportunities Awareness				
A commitment to equal opportunities, awareness of diversity issues and working in a positive and non-discriminatory way	E	Application Form, Interview		
A commitment to working in a multi-cultural environment and with students from diverse backgrounds and abilities	E	Application Form, Interview		
A commitment to working in a flexible and collaborative manner with all members of the school community	E	Application Form, Interview		
Child Protection and Safeguarding Awareness				
An understanding of child protection and safeguarding matters	E	Application Form, Interview		
A commitment to safeguarding and promoting the welfare of young people	E	Application Form, Interview		