



Job Description

POST: RECEPTIONIST / SUPPORTING OFFICER

SUBJECT: ADMINISTRATION SUPPORT STAFF

SALARY / GRADE: SCP 14-18 (£18,759 - £19,917) pro-rata

RESPONSIBLE TO: DEPUTY PRINCIPAL: / OFFICE MANAGER

- Also expected to perform delegated duties without supervision

WORKING PATTERN: 37 Hours per Week Term Time (39 Weeks)

LOCATION: Oasis Academy Arena

DISCLOSURE LEVEL: Enhanced

CORE PURPOSE:

- To operate a Reception Service that promotes a professional image
- Meeting and greeting everyone who enters the Academy in a friendly and appropriate way
- Providing a point of contact for students within the academy
- To provide administrative support as required
- Handling and reconciling small amounts of cash (student purchases, ties/cash dinner payments etc)
- Support of staff with Administrative tasks (photocopying,

Whilst every endeavor has been made to outline all the 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 description.

SPECIFIC RESPONSIBILITIES:

- Maintaining effective relationships with parents, teaching and support staff and external agencies through answering telephone calls, emails and other queries;
- Providing support and guidance to students;
- Providing admin support when required to the Behaviour, Office and ALT teams;
- Signposting students and parents to appropriate members of staff;
- Ensuring accurate and efficient record keeping electronically of registers, detentions lists, session manage date etc;
- Adhering to data protection and safeguarding guidelines;
- Dealing with parental issues when at Visitor Reception;
- Compile and provide reward data and detention data for ALT and teaching staff in electronic form;
- Responsible for locking and unlocking external gates in keeping with the academy's Safeguarding Policy;
- Imputing paper registers and assist in following up missing registers;
- Handling student issues with understanding, empathy and sensitivity;
- Respond in a timely manner to emergency alerts issued by teachers and dispatch a pastoral manager to situation attending in person in an emergency;

- Assisting the smooth and effective deployment of detentions after school;
- To support Main reception in the collection and delivery of students needing to be picked up as necessary;
- To contact parents regarding students out of uniform/missing uniform and delivery of correct uniform
- To address and mail letters.
- To support in the organization of work experience for students;
- To support in the completion of mail shots;
- To maintain the Academy website
- Safeguarding Children.

Supervisory/Managerial Responsibilities

- Supervising work experience trainees.

RANGE OF DECISION MAKING

- To make decisions relating to the confidentiality and sharing of information for child protection matters in accordance with the academy's child protection training and guidelines
- To ensure that all work is undertaken in compliance with GDPR regulations

OTHER:

- Maintain a close working partnership with Pastoral Mentors and the Attendance Coordinator;
- Being a visible presence both at Student Services and in and around the building;
- Be aware and support differences and ensure equal opportunities for all;
- Being available and accessible to students within working hours;
- Ensure Pastoral Mentors are alerted to student standards through reporting uniform, punctuality, bullying, late arrivals and truancy related matters;
- Monitor and review internal truancy and inform Attendance Lead and Pastoral Managers;
- Providing support for absences and staff shortages;
- Working towards achieving high attendance figures through promoting punctuality;
- Supporting temporary staff when they are in the main school building with policies, procedures, expectations and knowledge relating to students;
- To behave in a compassionate manner with a cheerful disposition providing excellent customer service to visitors, staff and students;
- Ability to take responsibility and work autonomously within set boundaries;
- To be a good role model to all students and ensure standards are met.

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

The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.

Person Specification

	Essential	Desirable
Qualifications	Educated to GCSE standard, or equivalent Minimum of GCSE in English & Maths at Grade C or better	Experience of working in an educational setting
Experience, Skills and knowledge	<ul style="list-style-type: none"> • Ability to communicate clearly with staff, students and parents • Ability to use Excel spreadsheets to input and keep data • Ability to use Microsoft Word • experience in administrative / clerical work • Experience of managing face to face communications with young people • Experience of composing letters and communications • Good communication skills • Able to work under pressure to meet deadlines 	<ul style="list-style-type: none"> • Qualified first aider, or willing to gain the qualification • Awareness of regulations regarding the use and storage of hazardous chemicals and radioactive materials • Able to engage and work with all students
Personal Qualities	<ul style="list-style-type: none"> • Self-motivated, well organised and able to act on own initiative • Commitment to safeguarding and promoting the welfare of children and young people. • Willingness to undergo appropriate checks, including enhanced DBS checks. • Motivation to work with children and young people • Ability to form and maintain appropriate relationships and personal boundaries with children and young people • Have a willingness to demonstrate commitment to the values and behaviours which flow from the Oasis ethos. 	<ul style="list-style-type: none"> • Approachable with a good sense of humour