

**RECEPTIONIST/ADMINISTRATOR**

**JOB DESCRIPTION**

**Reports to:** Office Supervisor

**Main Purpose of the Job**:

To contribute to the school’s vision of achieving the best possible outcome for every student by providing administrative support as a member of the school’s administration team. The position holder will be expected to work in any department across the school.

**Main Duties**

1. Act as the first point of contact, answering phone calls, greeting visitors, ensuring security processes are in place and followed and provide hospitality as appropriate
2. Present a positive image of the school to parents and the local community
3. Answer the telephones courteously and with sensitivity and confidence, using initiative as required and forwarding detailed messages as appropriate
4. Carry out the administrative duties as required
5. Prepare, update, distribute and store a wide range of computerised and paper based records, reports and information packages
6. Maintain office filing systems, retain documents, correspondence, mail merge and other records
7. Arrange and administer events, trips and activities
8. Support other teams in the school as needed
9. Undertake a recognised First Aid qualification and act as back up to the School’s First Aider.
10. Act as a Fire Marshall
11. Undertake other duties as requested to meet the needs of the school

**General Duties**

1. Be aware of the responsibility for personal health, safety and welfare and that of others who may be affected by your actions or inactions.
2. Co-operate with the employer on all issues to do with health, safety & welfare.
3. Support the school’s implementation of all other current statutory requirements, e.g. Disability Discrimination Act, Access to Work, Equal Opportunities, Child Protection.

**Continuing Professional Development – Personal**

1. Actively pursue own personal development and take full advantage of training provided.
2. Maintain a professional portfolio of evidence to support the Performance Management process - evaluating and improving own practice.
3. Participate in new initiatives and future changes in service delivery improvements to support the objectives of the school.
4. Undertake such duties as may be considered appropriate in line with the needs of the school.

**Safeguarding**

We are committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment. Our recruitment and selection practices reflect this commitment.

**Additional Information**

This job description is not necessarily a comprehensive definition of the post. It sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties and the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post.

**ADMINISTRATOR – Person Specification**

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| **Specific skills, experience and knowledge** | **Essential** | **Desirable** |
| Good level of general education, including GCSE Maths and English | x |  |
| To be able to work with tact, diplomacy and maintain confidentiality | x |  |
| Excellent time management, communication, administrative and organisation skills | x |  |
| High level of literacy and ability to present information in a user friendly and logical format | x |  |
| Experience of working in the public sector, preferably education |  | x |
| Excellent IT skills | x |  |
| Ability to effectively communicate policies and procedures | x |  |
| Ability to relate well with students, parents and colleagues | x |  |
| Ability to listen constructively and suggest effective outcomes | x |  |
| A ‘can do’ attitude  | x |  |
| Experience of SIMS |  | x |
| **Personal qualities** |  |  |
| To have a very flexible approach to the role and to accept that the job description will be updated and reviewed as appropriate | x |  |
| To demonstrate the ability to work accurately with attention to detail | x |  |
| To be able to work on own initiative and organise own workload. To be able to prioritise effectively while also taking instructions from the Office Supervisor | x |  |
| To be able to work as part of a team | x |  |
| Enjoy working with a wide variety of people | x |  |
| Be able to work effectively with other staff in the school | x |  |
| Willingness to develop professionally and attend courses as required | x |  |
| To have a good sense of humour and a cheerful disposition | x |  |