**Eaton Square: Job Description for Front Office Administrator**

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| **Job Purpose** | As a member of staff, the post-holder will uphold the aims and objectives of Eaton Square Mayfair and to promote these whenever possible whilst providing efficient and effective administrative support.  The Front Office Administrator is one of the first contacts that prospective parents and other visitors have with the school; it is therefore vital that the post-holder be: smartly dressed: unfailingly cheerful, polite and diplomatic; an excellent communicator with impeccable written and spoken English. |
| **Accountable to:** | Head (Upper) and Head (Lower) |
| **Accountabilities:** | * Alongside the Heads PA and the Registrar, the Front Office Administrator will be a key member of the Front Office team which is responsible for being the first point of call for new, prospective and established parents. * To greet visitors and sign them in as necessary, check ID and receive deliveries as required * To keep pupil MIS (Schoolbase) up to date * Produce and amend staff and pupil timetables using the MIS * Ensure that other systems used to help support admin are up to date and developed to best suit the needs of the pupils and the school * Oversee the Educational Visits paperwork and be responsible for ‘Evolve’, our educational visit management software and act as the Educational Visits Coordinator (EVC) * Oversee the implementation tracking software ‘AS tracking’ * Produce and analysis of data as required by the Heads including data on attendance, rewards and sanctions, and timetables * Set-up and oversee the implementation of CPOMS (child-protection software) * Answer the telephone, take messages and email staff * Deal with parent queries e.g. collecting early, clubs, missing uniform * To receive permission slips, club slips, cheques, etc from parents * Organise and distribute post * Oversee registration and monitor attendance levels as required * Act as exams officer while the school grows * Keep the reception and school office tidy * Assist in the implementation of any decisions made by the management team * Adhere to the Health and Safety Policy within the school * Assist in ensuring that the health, welfare and safety of all the children in the school are met * Deal with basic first aid issues which arise throughout the school day * To liaise with the management, informing them of any important matters concerning the school * To be aware of any school policies which relate to non-teaching staff * To read the contents of the staff handbook and abide by any guidelines therein * To ensure the study area ‘Coventry’ is tidy and presentable * To be the ‘face of the school’ to welcome guests and visitors ensuring refreshments are always offered to guests where appropriate * To promote and safeguard the welfare of children and comply with the Eaton Square School Safeguarding Policy * To undertake willingly all reasonable requests made by the Heads for the successful running of the school * Tour parents and guests when required, particularly while Front Office team members take holiday. |
| **Review and Amendment** | This job description should be seen as enabling rather than restrictive and will be subject to regular review. |