

**Addey and Stanhope School**

**Job Description and Person Specification for part time Receptionist/Admin Assistant**

**Purpose of role**

To work as a member of a small team in the school office to help provide an efficient administrative support service to the school. Specifically to be the first point of contact between the school and the outside bodies.

1. To present a welcoming Reception for all visitors to the school, parents, staff and students.
2. To provide administrative support to the Administration Team.
3. To manage lost property.
4. To act as a First Aider, when required.
5. Promote an environment that safeguards and protects children and when necessary take responsibility for ensuring the appropriate child protection procedures are followed.

**Responsible for:** No line management responsibility.

**Job Description**

**Main responsibilities and tasks**

**1. To present a welcoming Reception for all visitors to the school, parents, staff and students.**

- To greet and sign in visitors, issue badges, and inform visitors of school procedures (such as Emergency Evacuation procedures, as necessary).
- To greet and sign in / out students (e.g. medical appointments).
- To answer, screen and forward incoming telephone calls and emails, answering queries where possible and redirecting appropriate.
- Deal with queries from students, visitors, parents and staff.
- Ensure that visitors are met by the appropriate member of staff and escorted within the school unless their DBS status is known and it has been agreed that they visit the school without direct supervision.
- To be able to deal with challenging visitors, parents and students appropriately whilst maintaining a calm persona.
- Make necessary arrangements for unwell students to go home.
- To maintain a friendly and helpful persona at all times.
- To keep the Reception area tidy and present a professional environment, identifying any maintenance needs to the Premises Team where necessary.
- Book taxis on behalf of staff and visitors.
- Ensure that there is adequate stock of school information in reception including newsletters and prospectuses.
- To ensure confidentiality at all times when dealing with issues re Staff, Students or Parents.
- Establish good working relationships with all school staff, students, governors and visitors.
- Maintain the Student Receptionist rota system.
- To assist with locating staff and students when appropriate.
- To be responsible for keeping records of all parcels delivered to reception.
- To follow the on-call procedure and alert members of SLT to incidences.
- Send text message and/or emails to parents and carers as required.
- Supervise students as required.
- To provide staff/student lists in case of evacuation.

## **2. To provide administrative support to Administration Team**

- Sort and attach appropriate postage to outgoing mail.
- Maintain and update student records on the school's MIS system as required.
- Undertake various administrative duties including photocopying, scanning, shredding and filing.
- Collect and collate the return of student permission slips and payment for school trips.
- Arrange the sale of tickets for school events.

## **3. To manage lost property**

- To manage the arrangements for lost property, and update arrangements from time-to-time as necessary.
- To maintain tidy lost property, sort and dispose of items at least every ½ term.

## **4. To act as a First Aider, when required**

- To undertake and maintain training in First Aid including diabetic awareness and to act as a First Aider, when called upon.
- To deal with all enquiries of a first aid nature, maintain first aid equipment and ordering of necessary supplies.
- To be responsible for the security and safe storage of GP prescribed medication for students.

## **General Duties**

- To be aware of and comply with School policies and procedures, including those relating to child protection, health and safety, security, confidentiality and data protection, reporting all concerns to the appropriate person.
- To undertake similar duties, commensurate with the level of the post and at the discretion of the Line Manager. The Job Description will be subject to periodic reviews to fit in with the needs of the school and provide development opportunities as appropriate. It is not a comprehensive set of tasks, but sets out the main expectations of the school in relation to the postholder's responsibilities and duties at this time.
- To participate in training, other learning activities and performance development as required.

**Person Specification**

	Essential	Desirable
<b>Qualifications</b>		
Maths & English GCSE (A-C or equivalent)	✓	
Excellent Keyboard skills	✓	
First Aid certificate or willing to undertake training	✓	
Further Qualifications in the field of Administrative / Business Management		✓
<b>Experience</b>		
Previous School Reception Experience	✓	
MS Office	✓	
Knowledge of using SIMS or equivalent	✓	
<b>Knowledge and understanding</b>		
Management Information Systems	✓	
The importance of the 'front of house' role and its place in the overall effective functioning of the school	✓	
School Admissions and Absence recording and reporting.		✓
School / Parent communication systems (e.g. ParentMail)		✓
Health & Safety as it pertains to the school environment and student activities		✓
<b>Skills &amp; Qualities</b>		
Excellent at managing the 'front of house' function for the school and creating a professional and effective operation	✓	
Excellent at building positive relationships with children and the wider school team and Governors	✓	
Confident and effective use of ICT	✓	
Excellent planning, recording and reporting skills	✓	
Excellent Communication and Interpersonal Skills	✓	
Ability to work under pressure while maintaining a positive, professional attitude	✓	
Willing team member and supportive colleague	✓	
Ability to organise and prioritise workload and work on own initiative	✓	
Possess attention to detail	✓	
Understand the importance of working to deadlines	✓	
Be able to create a happy and effective school reception function	✓	
Approachable	✓	
Committed	✓	
Empathetic	✓	
Enthusiastic with a 'can do' attitude	✓	
Patient	✓	
Resourceful	✓	
<b>Circumstances and Health</b>		
Good health record	✓	
Able to work full time	✓	