



St Martin-in-the-Fields High School

STUDENT SERVICES JOB DESCRIPTION

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School: St Martin-in-the-Fields High School

SECTION A: Reporting to: Mrs Jo Goldsmith

Job Title

RECEPTIONIST / STUDENT SERVICES /
ADMINISTRATIVE OFFICER

SECTION B: Staff Supervised

None

SECTION C: PURPOSE OF POST

Responsible for: Student Services Reception, administrative duties; receptionist duties – promoting a welcoming environment; promoting and supporting effective communication within school and with parents and other stakeholders, promoting and supporting effective day-to-day organisation within school.

Role to support the Headteacher and school staff by undertaking high quality administrative and organisational processes as required, contribute to the smooth running of the school office; use initiative and manage role with minimal supervision. Upholding the schools behaviour policies.

SECTION D: Main Duties and Responsibilities

- To be the main contact for students, dealing with issues as they arise and referring to the appropriate staff when required.
- To provide administrative support within the Finance Department.
- To use clerical time efficiently and to assist with the smooth running of the office, maintaining up to date computer-based and manual filing systems.
- To assist in the ordering & issue of stationery and maintaining stationery stocks.
- To operate relevant IT systems such as Word and Excel, use email, ParentMail, SIMS, Truancy Call and use the internet as appropriate.
- To cover main reception when required.
- To accept and return students personal items for safekeeping and maintain records
- To deal with lost & confiscated property & maintaining accurate records

- To assist in the administration of first aid when necessary; to undertake initial and refresher first aid training. To look after sick and injured pupils, liaising with staff and parents. To maintain the accident/incident book and be the first aid responsible officer.
- Act as the point of contact for visitors, parents and pupils – both in person and on the telephone, in a courteous, professional, calm and friendly manner.
- To distribute both internal and external mail, including preparing & taking outgoing post to the Post Office when required.
- To process computer based recording and reporting of attendance and to sign pupils in and out of school
- To attend relevant meetings and in-service training and seek to further extend skills, knowledge and experience in order to develop personal effectiveness in the role.
- Ensure that electronic and paper based pupil records are kept updated.
- Support the organisation of school events through effective communication.
- Maintain tidiness of Student Services Reception and Administrative Office to ensure Data Protection.
- To comply with the Fire Drill procedures.
- Administration of detention sessions.
- To undertake any other duties which may be reasonably requested.

Data Protection

1. It is essential when working with computerised systems that you are completely aware of their responsibilities at all times under the Data protection Act 1984 for the security, accuracy, and significance of personal data held on such systems.

Equal Opportunities

1. To take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relations.

Health and Safety

1. Employees are required to work in compliance with the School's Health and Safety policies and under the Health and Safety at Work Act (1974), ensuring the safety of all parties they come into contact, such as members of the public, in premises or sites controlled by the school.
2. In order to ensure compliance, procedures should be observed at all times under the provision of safe systems of work through safe and healthy environment and including such information, training instruction and supervision as necessary to accomplish those goals.

Safeguarding

1. To have a due regard for safeguarding and promoting the welfare of children and young people and to follow all associated child protection and safeguarding policies as adopted by the school and Local Authority



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Person Specification

Competencies	Criteria
Qualifications and training	<ul style="list-style-type: none"> • Good standard of general education • Good communication skills, both verbal and written
Experience	<ul style="list-style-type: none"> • Experience of working successfully on own initiative and co-operating as a member of a team.
Professional values	<ul style="list-style-type: none"> • Wish to work within a school and be sympathetic to the school's ethos and aims. • Establish and maintain good professional relationship with pupils, parents and colleagues
Knowledge and understanding	<ul style="list-style-type: none"> • Understand the statutory requirements of legislation concerning safeguarding, including Child Protection, Equal Opportunities, Health and Safety and inclusion • Have confident IT skills including Word, Excel, email and database programmes
Skills	<ul style="list-style-type: none"> • To be able to deal with regular interruptions • Establish and develop appropriate relationships with pupils, parents and colleagues • Communicate effectively (both verbally and in writing) at all levels e.g. pupils staff, parents, visitors • Promote a positive working environment • Be able to work under pressure • Produce accurate work • Ability to work with minimal supervision and to act on own initiative • To offer appropriate support within a financial department
Personal characteristics	<ul style="list-style-type: none"> • Punctual • Approachable and empathetic • Organised and resourceful • Of smart appearance
Special requirements	<ul style="list-style-type: none"> • Will be required to undergo an Enhanced Criminal Records Bureau disclosure check