

Job title:	Administrator/Receptionist	Contract term:	Term Time only 7.30am - 4.30pm/9.00am – 6.00pm Plus 5 days (<i>permanent</i>)
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Responsible to:	Associate Vice Principal	Responsible for:	N/A
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Salary	Competitive
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<u>The Administration/Reception Department</u>
The Administration/Reception department consists of front line office staff who work together to deliver high standards of customer service and perform administrative duties at each of the Federation Academies. They work under the direct supervision of the Senior Administrative Officer for each Academy in a vibrant and busy front-office environment.

<u>The Role</u>
<p>The successful candidate will play a key role in communicating with parents, students, staff, governors, outside agencies and other visitors to the Academy.</p> <p>The image presented by the Reception/admin team needs to reflect the values of the Academy as a very high-achieving centre of educational excellence. The successful applicants will be well organised, personable, motivated and hard-working.</p>

<u>Key Accountabilities</u>
<ul style="list-style-type: none"> • To provide an effective Reception service, including; <ul style="list-style-type: none"> ➤ directing and filtering calls, dealing with queries as far as possible and referring to other members of staff as necessary ➤ giving advice about the academy to parents, pupils and visitors, both face to face and over the phone ➤ dealing with visitors, which includes the issuing and collecting of passes ➤ handling of incoming and outgoing post ➤ liaising with couriers ➤ ordering stationery ➤ travel arrangements ➤ greeting, escorting and managing visitors and parents politely and firmly according to our security policies and effectively transferring them to their host in the academy. • To book and coordinate meeting rooms, ensuring they are tidy and ready for meetings • To provide prompt clear written detail of calls and messages to staff throughout the Academy • To assist with collating absence and lateness reports, updating registers, requesting homework for absent students, support with informing parents of student absences from instrumental lessons and relaying urgent messages to students. • The ability to work effectively using the academy's SIMs (school data base) system. • To make full and appropriate use of the ICT at the academy and develop computer aided administration which supports the work of the academy

- To efficiently manage the bio-data/school identity card system
- To support with maintaining and updating Parent Pay for meals, trips and instrumental lessons
- To be responsible for all communication with parents via text message as directed by the SLT.
- To maintain good running of the franking machine, ensuring that sufficient monies have been pre-paid into the machine and that the electronic weighing scales are up to date with weights and prices when applicable.
- To assist with the preparation of and to attend school events as required
- The ability to carry out a range of other administrative duties, filing, photocopying, typing etc., assigned by the SAO in conjunction with the other Reception/Administration Team
- To ensure the smooth running of the office, organise day-to-day activities, contribute to the planning and development of the support service, maintain the required confidentiality of information at all times
- To be responsible for the production of reports, letters and other publication materials as and when required
- Assisting the office manager with all aspects of the development and effective operation of the administrative function within the school
- To establish and maintain good relationships with students, parents/carers, colleagues, contractors and other professionals
- To provide First Aid support as required
- To establish best practice within the team/office
- To evaluate and improve your own practice, which may lead to improvements in the day-to-day running of the school and take responsibility for personal professional development
- To maintain a professional portfolio of evidence to support the Performance Management process
- To perform other duties, including covering the essential work of absent colleagues
- To attend training sessions and meetings as required
- To be flexible within the broad remit of the post
- To ensure compliance within the school of data protection regulations
- Deal with confidential data, material and issues appropriately
- To comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description
- The job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed

This job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year and may be subject to modification at any time after consultation with the post-holder.

Person Specification				
Essential [E] or Desirable [D]	Requirements	Assessment Criteria		
		Interview	Application form	Task
Experience				
E	<ul style="list-style-type: none">Experience of working in a busy reception area and of working in a school environment is required, preferably with some knowledge of school data systems	✓	✓	✓
E	<ul style="list-style-type: none">Punctuality, reliability and ability to maintain a high level of confidentiality is essential	✓	✓	
E	<ul style="list-style-type: none">Ability to communicate positively and effectively at all levels with excellent written and spoken English	✓	✓	✓
E	<ul style="list-style-type: none">Ability to effectively multi-task, work to tight deadlines and prioritise workload in a busy environment, paying attention to detail	✓	✓	✓
E	<ul style="list-style-type: none">Ability to be an effective team member using initiative, being proactive and having a flexible approach to work	✓	✓	✓
E	<ul style="list-style-type: none">Ability to understand and take full account of visitor needs	✓	✓	✓
IT knowledge				
D	<ul style="list-style-type: none">Advanced knowledge of the Microsoft Office Suite, specifically Word and Excel is an essential requirement of the role	✓	✓	✓
Behavioural Competencies				
D	<ul style="list-style-type: none">To have a strong understanding of the Academy: its culture, climate and values	✓	✓	
E	<ul style="list-style-type: none">To act in accordance with authority, organisational standards, needs and goals of the Academy	✓	✓	
E	<ul style="list-style-type: none">To dress in line-with the Academy policy of smart professional attire at all times	✓	✓	
E	<ul style="list-style-type: none">Ability to be flexible and to provide cover at short notice	✓	✓	
Applicable to all staff				
E	<ul style="list-style-type: none">Undertake training as required in order to fulfil the requirements of the role	✓	✓	✓
E	<ul style="list-style-type: none">Support Mossbourne’s efforts	✓	✓	✓

	both verbally and non-verbally (i.e. via actions and attitude), including adjusting performance and practice in accordance with Mossbourne's initiatives and findings			
E	<ul style="list-style-type: none"> Play an active role in terms of Safeguarding all students and adults 	✓	✓	✓

Mossbourne Federation reserves the right to modify the above contents in order to ensure the needs of the Federation and the students are being met. The above list is not a comprehensive list; it simply outlines the expectations for this role. Mossbourne Federation provides equal employment opportunities to all employment applicants and employees without regard to race, colour, religion, gender, sexual orientation, national origin, age, disability or status. This post is subject to an enhanced DBS disclosure. The post holder must be committed to safeguarding the welfare of children.