

**JOB DESCRIPTION**

<b>Job Title</b>	Receptionist / Department & College Admin Assistant		
<b>Scale</b>	Band 2 (to mid point)	<b>Hours worked</b>	35
		<b>Weeks worked</b>	39
<b>Responsible to</b>	Business Manager, Thorpe Campus Office Manager		
<b>Role</b>	To provide an efficient customer focused reception service for the College. To support colleagues through the provision of admin support.		
<b>Main duties and Responsibilities</b>	<ul style="list-style-type: none"> <li>• <b>Receptionist</b> <ul style="list-style-type: none"> <li>○ Operation of the College switchboard / telephone system.</li> <li>○ Point of contact for parents, staff, students, governors and external agencies when they contact the College either by telephone or in person.</li> <li>○ Student enquiries at the hatch.</li> <li>○ Visitor badge administration.</li> <li>○ Record visitors, late students and those leaving during the College day.</li> <li>○ Provide visitor DBS information to the HR Department for Single Central Record.</li> </ul> </li> <li>• <b>Admin</b> <ul style="list-style-type: none"> <li>○ Post, internal and external including logging of exam post received.</li> <li>○ Typing of documents, letters, newsletters, memos, emails, forms etc.</li> <li>○ Data input</li> <li>○ Filing</li> <li>○ Free school meal administration.</li> <li>○ Staff parking permits.</li> <li>○ Bus loading lists.</li> <li>○ Assisting with examination procedures.</li> <li>○ Student emergency contact details for out of College trips.</li> <li>○ Maintain telephone directories.</li> <li>○ Maintain Google calendars for College appointments, conference room and meeting room bookings.</li> <li>○ Assist with / provide cover for registers and truancy call.</li> <li>○ Any admin task required by the College.</li> </ul> </li> </ul>		

**Other clauses:**

1. The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment
2. This 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.
3. The job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year and it may be subject to modification or amendment at any time after consultation with the holder of the post.
4. This job description may be varied to meet the changing demands of the academy at the reasonable discretion of the Principal.
5. There may be occasions when it will be necessary to cover other Administrative roles within the academy or to work with the administrative team when there are peaks and pressing issues.
6. This job description does not form part of the contract of employment. It describes the way the post holder is expected and required to perform and complete the particular duties as set out in the foregoing.
7. Postholder may deal with sensitive material and should maintain confidentiality in all academy related matters.

**Safeguarding**

We are committed to safeguarding and protecting the welfare of children and expect all staff and volunteers to share this commitment. A Disclosure and Barring Service Certificate will be required for all posts. This post will be subject to enhanced checks as part of our Prevent Duty.

**PERSON SPECIFICATION**

<b>General heading</b>	<b>Detail</b>	<b>Examples</b>
<b>Qualifications &amp; Experience</b>	Specific qualifications & experience	Experience in an administrative/secretarial environment Experience in an educational environment Educated to NVQ Level 2 or equivalent.
	Knowledge of relevant policies and procedures	Knowledge of school policies and procedures
	Literacy	NVQ Level 2 in English or equivalent
	Numeracy	NVQ Level 2 in Maths or equivalent
	Technology	Ability to use a wide range of administrative IT packages i.e. Microsoft Word, Excel, SIMS and Gmail Ability to operate an ISDN telephone switchboard and relevant software.
<b>Communication</b>	Written	Ability to amend letters, write emails, complete forms and respond to basic written queries appropriate to the role
	Verbal	Ability to exchange verbal information clearly and sensitively in person and by telephone
	Languages	Seek support to overcome communication barriers with children and adults
	Negotiating	Ability to negotiate effectively to achieve best outcomes
<b>Working with children</b>	Behaviour Management	Understand and implement the College's behaviour management policy , as required
	SEN	Understand and support the differences in children and adults and respond appropriately
	Curriculum	Basic understanding of the learning experience provided by the College
	Child Development	Basic understanding of the way in which children develop
	Health & Well being	Understand the importance of physical and emotional wellbeing
<b>Working with others</b>	Working with partners	Establish effective relationships with those working in and with the College
	Relationships	Ability to establish rapport and respectful and trusting relationships with staff and students where appropriate
	Team work	Ability to make a contribution to the work of a team
	Information	Contribute to the development and implementation of effective systems to share and safeguard information
<b>Responsibilities</b>	Organisational skills	Good organisational skills Ability to remain calm under pressure Ability to multi task Experience of organising and maintaining electronic and manual filing systems

	Line Management	N/A
	Time Management	Ability to plan and manage own time effectively, set priorities and meet deadlines
	Creativity	Demonstrate a creative approach to work
	Equalities	Demonstrate a commitment and understanding of equality and the ability to implement this across all areas of work
<b>General</b>	Health & Safety	Basic understanding of Health & Safety
	Child Protection	Understand and implement child protection procedures
	Confidentiality/Data Protection	Understand and comply with procedures and legislation relating to confidentiality
	CPD	Demonstrate a clear commitment to develop and learn in the role Ability to effectively evaluate own performance
<b>Personal Qualities</b>	Reliable and Flexible	Excellent reliability and flexibility and be able to adapt depending on circumstances
	Initiative	Be able to use initiative