Receptionist and administrator: job description

Post:	Receptionist and administrator
Hours	Term time + 10 days
Grade	Local Government Pay Scale
Responsible to:	VP Resources/Student Services Manager

Job Purpose

The receptionist and administrator will be expected to:

- Be responsible for the provision of efficient reception, student services, and secretarial functions for the academy Governors, staff, students and parents/carers.
- Support the academy's finance, facilities, ICT, HR and communications functions, and assist the Student Services Manager and Vice Principal Resources.
- Assist the Student Services Manager and Principal/VP Resources in securing the strategic vision of the academy in line with the broad educational vision of the City of London Academies Trust, establishing the academy as a leading provider of high quality education for its students.
- Support the academy in creating a professional culture of high expectations in which students feel safe, valued and motivated to succeed.
- Assist academy staff on a day-to-day basis providing the consistent support necessary to ensure all stakeholders are able to be fully committed to students' achieving outstanding outcomes.
- Assist staff with the procurement of resources in conjunction with the finance team.
- Ensure the delivery of positive parental and community engagement, public relations and the effectiveness of academy systems and procedures.
- Support with all aspects of student services, including reprographics, administration, attendance and reception cover.
- Support the medical welfare of students including first aid and accident logs.
- Undertake additional responsibilities to support the smooth running of the academy where required.

Key Responsibilities

Be accountable to the CoLAT through the Principal, Governing Body and CEO/Executive Principal for:

- The effective promotion and implementation of the agreed vision and key principles within the academy, including the principles of simplicity, efficiency and effectiveness.
- Support in the delivery of Academy policy in key areas.

Contribute (with the academy team) to:

- Developing the aspirations and self-belief of all students and by doing so securing high quality learning, outcomes and progress for all students.
- Establishing and maintaining the academy as a centre of excellence in the community.
- Developing a rich partnership with families and community to maintain a learning community that strives for personal growth.
- Effective planning for improvement for the academy.
- Ensuring efficient and effective use of resources.
- Developing strong productive relationships with a wide range of stakeholders.

Principal Accountabilities

- Support the efficient and effective operation of the academy's student services by implementing policies and procedures for the main activities performed.
- Support the Reception and Administration team and coordinate activity with security and night staff operating out of hours to ensure continuous cover.
- Support with the provision of finance, facilities, ICT, HR and communications functions.
- Maintain student file records both in paper copy and electronic filing.
- Assist with MIS systems and databases of students and staff.
- Enable new students and parents to use the systems for catering, printing and ParentPay.

Management of the School Office and Reception

- Support the work of school office staff to ensure the office is professional, organised and operates efficiently.
- Support the academy reception service and undertake activities as part of the team.
- Ensure all telephone queries from students, parents, professionals and visitors are dealt with promptly.
- Plan with the facilities team for out of hours and school holiday arrangements.
- Receive and brief visitors on safeguarding policy and arrange for the provision of refreshments if required.
- Support the telephone switchboard services working with ICT, keeping abreast of new technologies and ICT developments in order to maximise efficiency of service.
- Identify training needs and bringing them to the Student Services Manager for discussion.
- Support an efficient review and action of the academy's admin@ Outlook email address, and updating and publishing the related calendars in Outlook.

Data and File Management

- Assist the data team with attendance systems, returns and electronic communication systems.
- Ensure student files are scanned and filed electronically on a regular basis.
- Support the Child Protection team in the maintenance of child protection files.
- Ensure the Data Protection Act is followed when dealing with any personal information.

Student Services

- Support the administration of new admissions and assisting the Principal in arranging parental interviews and appeals.
- Plan, operate and keep up-to-date the administrative systems within the academy, to bring about continuous and effective delivery of service to students.
- Oversee school uniform supplier, school photographer, stationery and photocopier paper and toner, postal services and office equipment maintenance.

School and Faculty Administration

- Provide administrative support in organising safety procedures, including fire and evacuation drills.
- Support the induction of any new member of the school staff.
- Support the academy's mail service, i.e. franking, opening, sorting, distributing.
- Deal with any emergencies, as appropriate, deciding on the best course of action and if medical intervention is required, referring the matter to the Principal or nominated first aider.
- Represent the school at relevant external meetings, seminars and training courses.
- Support academy staff meetings, including the preparation of agendas, providing refreshments, attending and taking minutes of internal school meetings where required.
- Support with the typing and word processing of correspondence, reports, arrangements of meetings and organisation of Outlook calendars.
- Handle and respond to telephone calls, dealing with matters on own initiative, taking messages, using discretion to redirect calls or pass calls to the Principal as appropriate.
- Deal with Freedom of Information enquiries in accordance with academy policy.
- Implement statutory or local authority requirements as they affect the management of the administrative function in the school.

Leadership of self and others by:

- Providing an approachable and supportive presence for staff, students, parents and the local community.
- Setting high standards and expectations for personal, student, and staff behaviours and actions in support of the achievement of the academy's intended outcomes.
- Helping to develop and maintain respect across all stakeholders, inspiring individuals to contribute positively to shared ideas and plans for the academy.
- Playing a part in creating a positive, inclusive climate that carries the academy's vision forward.
- Regularly reviewing own practice, setting personal targets and taking responsibility for own development.
- Maintaining open professional dialogue with the Principal/VP Resources about the academy's identification of strengths and weaknesses, ensuring a proactive approach to sharing and solving potential or existing difficulties.
- Being committed to a collaborative vision of excellence and equality that sets high standards for every student and member of staff.

Assist in management of the organisation by:

- Liaising with and supporting all academy staff and stakeholders, including students and parents.
- Maintaining the academy Outlook calendar for all events and activities.
- Organising and scheduling Parent and Pastoral Day appointments.
- Working with and supporting teaching staff when organising school trips, visits and other offsite activities.
- Managing communications with parents and collection of consent forms and payments through ParentPay and correspondence.
- Undertaking administrative tasks including stock recording, ordering etc.
- Working within a defined organisation structure which enables effective and efficient ways of working and support the achievement of the academy's objectives.
- Acting in accordance with policies and legislation affecting the conduct of the academy, particularly those that govern health and safety matters and employment rights.
- Undertaking any other duties commensurate with the post as reasonably delegated by the Principal and Governing Body.

Standards/Quality Assurance and Additional Responsibilities

- Participate in staff training and development.
- Develop relationships with governors, LEAs and neighbouring schools/academies.
- Adhere at all times to professional business standards of dress, courtesy and efficiency in line with the ethos and specialism of the academy.
- Attend team and staff meetings.
- Compile statistical returns as required.
- Attend and participate in Open Evenings and other events where required.
- Uphold the academy's behaviour code and uniform regulations.

Key Organisational Objectives

The postholder will contribute to the academy's objectives in service delivery by:

- Following Health and Safety requirements and initiatives as directed.
- Sharing the Academy's commitment to safeguarding and promoting the welfare of children and young people.
- Ensuring compliance with Data Protection legislation.
- At all times operating within the school's Equalities policies, demonstrating commitment and contribution to improving standards of attainment.
- Ensuring customer care and quality assurance initiatives.
- Fulfilling the role of Student Personal Adviser and/or mentor if required.
- Contributing to the maintenance of a caring and stimulating environment for young people.

Special Conditions of Service to Note

Governed by the National Agreement on Pay and Conditions of service, supplemented by local conditions as agreed by the Trust. The postholder may be required to work outside of normal school hours on occasion (e.g. to attend Full Governing Body and/or Committee Meetings, etc.), with due notice.

Because of the nature of the post, candidates are not entitled to withhold information regarding convictions by virtue of the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975 as amended. Candidates are required to

give details of any convictions on their application form and are expected to disclose such information at the appointed interview.

Because this post allows substantial access to children, candidates are required to comply with departmental procedures in relation to Police checks. If candidates are successful in their application, prior to taking up post, they will be required to give written permission to the Department to ascertain details from the Metropolitan Police regarding any convictions against them and, as appropriate the nature of such convictions. The academy is committed to safeguarding and promoting the welfare of children and young people and we expect all staff to share this commitment.

Equal Opportunities
The postholder will be expected to carry out all duties in the context of and in compliance with the academy Equalities policies.

Date of issue: ……..

Signature of postholder: ……..

Signature of Chair of Governors: ……..

Person specification

	Essential	Desirable
Qualifications		
Educated to degree level or equivalent		✓
Evidence of continuing professional development	✓	
Experience		
Fully conversant with all aspects of Microsoft Office, email and internet	✓	
Ability to provide high-quality administrative support	✓	
Experience of dealing with the general public	✓	
Experience of using SIMS or equivalent database	✓	
Leadership and management skills		✓
Experience of setting up, using, maintaining and developing administrative and whole-school systems		✓
Skills and qualities		
Ability to organise and prioritise workload and work on own initiative	✓	
Excellent written and oral communication at all levels	✓	
Ability to work under pressure while maintaining a positive, professional attitude	✓	
Ability to ensure that deadlines are met	✓	
Ability to work as part of a team	✓	
Ability to work independently	✓	
Attention to detail in communication and planning	✓	
Ability to problem-solve	✓	
Ability to develop good relations with staff and pupils and the wider school community	✓	
Well-organised	✓	
Well-presented	✓	
Fast and accurate keyboard skills	✓	
Excellent understanding of database systems to produce reports and statistics	✓	
Ability to communicate with and support parents, maintaining a calm professional and friendly attitude even in difficult situations or conversations	✓	
Vision and values		
Vision and values aligned with the academy's high aspirations and high expectations for children, staff and families	✓	
Commitment to working with others to secure the best outcomes for children	✓	
Skilful management and understanding of how to secure strong relationships with other academy staff, families, trustees and other external relationships		✓