

UXBRIDGE HIGH SCHOOL JOB DESCRIPTION: RECEPTIONIST / ADMINISTRATION ASSISTANT

Responsible to:	Office Manager
Grade / Salary:	UHS Support Pay Range 6 - 9, Actual salary from £23,677 to £24,764 pa
Hours:	36 hours per week, 39 weeks pa (term time plus two inset days in September plus additional 3 days to be arranged with the Office Manager/Leadership Line Manager with prior notice).
Overview of role expectations	
<p>To ensure the efficient and effective management of the school's busy main reception, acting as first point of contact for visitors and telephone enquiries, using safeguarding principles and procedures at all times. The postholder will also be sufficiently skilled and experienced with the activities of the school office to provide support and assistance to the whole school as directed by the Office Managers. To be sufficiently discreet and able to work with highly confidential information with discretion. All the above to be in accordance with any directions which may reasonably be given by the Principal.</p>	
Responsibilities and Tasks.	
1.	To provide a helpful, courteous and welcoming reception services and ensuring adequate cover at all times on main reception.
2.	To receive visitors to school and deal with enquiries in a helpful and professional manner.
3.	To ensure that staff and visitors use school systems and protocols when signing in or out and issue visitor passes as required.
4.	To ensure that the reception area is kept tidy, calm and welcoming to visitors at all times.
5.	To make and receive telephone calls in a helpful and professional manner, directing enquiries to the appropriate person.
6.	To monitor the parents@ and office@ email accounts and respond or forward as necessary.
7.	To take and relay messages and provide information as necessary.
8.	To use the school software to issue text and email messages to parents as directed by staff.
9.	To deal with all incoming and outgoing mail and to ensure outward letters are franked and collected daily.
10.	To contact parents, carers and outside agencies as required.
11.	To provide administration support to the sixth form team including, but not limited to: student bursary payments and sixth form attendance.
12.	To assist with arrangements for school trips and events.
13.	To undertake general administration duties including letters, reports, etc. in the format required.
14.	To operate and maintain computerised records/management information systems.
15.	To relay on call requests in a timely manner and ensure response.
16.	To carry out whole school photocopying requirements including internal exam materials.
17.	To be responsible for the visitor fire register.
18.	To understand and operate all apps and programmes used by the school office.
19.	To provide administration support for several events during the school holidays which include, but are not limited to: Year 7 transition summer school; exam result days and sixth form enrolment.
20.	To assist with stationery inventory and ordering.



21.	Participating in training and other learning activities and performance development as required.
In addition the role includes adherence to all safeguarding and other policies and procedures in place at Uxbridge High School and regular contact with other staff employed at the school, school governors and outside bodies. You will work under the reasonable direction of the Principal and Office Manager and be prepared to carry out any other duties commensurate with the general level of this appointment.	
Name of Post Holder:	Signature:
Date:	

UXBRIDGE HIGH SCHOOL PERSON SPECIFICATION: RECEPTIONIST / ADMINISTRATION ASSISTANT

Criteria

Qualifications / Education / Training

1. Educated to level 3 or above, to include English GCSE at 4-9.
2. An excellent command of written and spoken English.

Experience

3. Receptionist and office administration experience.
4. Excellent computer literacy skills.
5. Experience of working with young people, ideally in a school setting*.

Skills, Knowledge and Abilities

6. Highly developed organisational and administrative skills.
7. Effective communication skills.
8. Ability to work efficiently in a very busy environment.
9. Ability to maintain the highest personal and professional standards.
10. Ability to quickly assimilate new knowledge and work routines.
11. Ability to maintain confidentiality at all times.

Equal Opportunities

12. Commitment to equal opportunities and inclusion.
13. Ability to promote and support the school's Equality and Diversity Policy.

Disposition

14. Ability to work hard with competing deadlines, prioritising appropriately and maintain good humour.
15. To be interested in children as individuals, in how they learn and be committed to the comprehensive ideal.
16. To believe in the importance of teamwork and a collaborative approach and be able to build supportive working relationships with colleagues both within and outside the school.
17. Demonstrate a diligent, 'can do' attitude.
18. Energetic and enthusiastic, with a naturally positive outlook.