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| **Post Title:** | **Front of House Manager** |
| **Job Purpose:** | To be responsible for reception and administration staff and central display areas ensuring that they reflect the visions and aims of the organisation |
| **Responsible to:**  | Principal through the Business Manager |
| **Responsible for:** | Ensure that all stakeholders and visitors are greeted appropriately in line with MAT policies including health & safety and safeguardingDeploy and line manage the admin staffEnsure that all queries, tasks and visitors are dealt with effectivelyOperating a reception service that promotes a professional image of the Academy and TrustEnsuring that the school website is kept updated |
| **Liaising with (Working Relationships):** | PrincipalMAT Central SupportBusiness ManagerExternal agenciesBusiness partners and suppliersParents and visitorsReception and General Admin team |
| **Hours of Work:** | Term time plus inset days37 hours per week |
| **Grade and Range of Post:** | MAT Scale F (£16,391 - £18,499 pa) |
| **Current Base:** |  |
| **Disclosure Level:** | This post is subject to an enhanced DBS disclosure. |
| **Main / Core Duties:** | Ensure all administration tasks are dealt with in an efficient mannerProcess telephone calls and ensure appropriate action is takenDeal with incoming and outgoing mailManage routine financial tasks Deal with all visitors to the Academy in line with MAT policies and proceduresEnsure first point of contact for the AcademyEnsure that website is up to date and is in line with statutory guidelines and MAT and Academy ethos |
| **Operational Planning:** | To assist and advise in the preparation of the academy budgetTo ensure that all business systems support efficient operational plans  |
| **Service Provision:** | Manage all administration in the AcademyManage reception ensuring a welcoming and pleasant atmosphereDeal with enquiries from parents, staff, students and external agenciesManage incoming mail and distribute as appropriateManage outgoing mail, franking, posting and maintaining postage recordsDeal with telephone enquiries, take messages and pass on appropriately |
| **Service Development:** | To identify areas for improvement in the delivery of the reception and administration serviceTo ensure the reception area is welcoming and identifying areas for improvement |
| **Staffing and Staffing Development:** | To line manage the admin staff Conduct effective performance management for the admin staff  |
| **Recruitment / Deployment of Staff:** | Effectively deploy the admin staff to ensure that all queries, tasks and visitors are dealt with effectively |
| **Quality Assurance:** | To QA the deployment of administration staff in ensuring:* All administration, clerical and financial tasks follow established procedures and agreed policies
* All display areas, including reception reflect the visions and aims of the Academy
* All visitors to the site follow safeguarding and health and safety policies.

Inform the Business Manager or Principal immediately of any Health and Safety or Safeguarding concerns that arise. |
| **Management Information and Administration:** | Be responsible for providing an efficient administration service Maintain/input/update/retrieve information, data and records following set procedures |
| **Communications:** | Be responsible for all visitors to the Academy and all telephone enquiries |
| **Marketing and Liaison:**  | Ensure that a positive impression of the Academy is given at all times. |
| **Management of Resources (Other than People):** | To manage the stock/supplies (e.g. office stationery) Accept deliveries and returns of resources including examination materialsDistribute documents and resources within the Academy |
| **Corporate Responsibility:** | To abide by and implement all policies and procedures of MAT, including being aware of and responsible corporately and as an individual for Health and Safety policies and procedures. |
| **Other Specific Responsibilities:** | To provide First Aid within the AcademyTo support students with medical conditions as required.To contribute to the overall ethos, work and aims of the Academy and the Academy Trust.To carry out all duties in the most effective, efficient and economic manner.To continue personal development in the relevant area.Participate fully with arrangements made in accordance with the Academy Trust’s Performance Management Policy.Perform any other reasonable duties as requested by the Principal and Business Manager. |
| **Safeguarding:** | The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment and individually take responsibility for doing so. |
| **General Statement:** | This job description is current at the date shown, but in consultation with you may be changed to reflect or anticipate changes in the job, commensurate with the grade and job title. |
| **Date:** | November 2019 |