

# Cedars Manor School

## Job Description

<b>Position</b>	<b>Receptionist / Administrator</b>
<b>Grade</b>	<b>G4 FTE - £24585</b>
<b>Hours</b>	<b>Term Time only 35 hours + 5 days</b>
<b>Responsible to</b>	<b>Line Manger</b>
<b>Start Date:</b>	<b>Immediate (following safer recruitment checks)</b>

**Cedars Manor School is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment.**

### **Purpose of the Post**

To provide reception duties for Cedars Manor School as the first point of contact for all visitors and callers, ensuring signing in and security procedures are robust. The post holder will be required to provide support for parents and carers, including the organisation of and collection of funds.

Duties and responsibilities will include, but are not limited to, the following and may be altered at the request of the Head Teacher.

### **Main Duties**

1. Ensure all visitors report to reception, ensuring signing in procedures are followed.
2. Ensure all visitors are aware of safeguarding procedures, including fire evacuation procedures.
3. Providing first line support to pupils, parents, staff and other visitors to the school.
4. Answer telephones, take messages and / or transfer to appropriate person.
5. Collect and take children to class as required.
6. Maintain the central stationary store, distributing stock and maintaining appropriate stock levels and orderly storage.
7. Receive and distribute post.
8. In collaboration with the wider office team, prepare parent and carer correspondence for distribution.
9. Be first point of call for all phone, photocopier and equipment queries, reporting them to the appropriate people.
10. Provide a general administrative service to the school, including but not limited to photocopying, laminating, filing and data entry.

## Cedars Manor School

11. To support the admin team to maintain accurate pupil records and reporting as necessary.
12. Take cash fees from parents and carers and issue receipts, following the school's strict guidelines on cash handling.
13. Ensure Free School Meal and Pupil Premium applications are processed and recorded accurately. Provide support to parents as necessary.
14. In collaboration with the school Leadership Team, carry out administration, organisation and communication regarding all school Educational Visits.
15. Organise and maintain systems for notification and collection of electronic payments from parents.
16. To be responsible for the administration and reporting of school dinner numbers.
17. To be responsible for ordering Milk and fruit for pupils.

### Personal Responsibilities

- To be professional in dress and manner always.
- Candidates will need to have an open and friendly personality.
- Good time management and organisation skills.
- Responsiveness and dealing with queries in a timely manner are required in the busy Reception setting.
- Be aware and comply with policies and procedures relating to child protection, health and safety and security, confidentiality and data protection, reporting all concerns to the relevant person.
- Suitability to work with children and undertake an Enhanced Disclosure and Barring (DBS) check and other employment checks.

***Fundamental to fulfilling the responsibilities of this post is the ability to respond flexibly, positively and successfully to the ever-changing pressures which schools face. This job description is a guide to the level and range of responsibilities, which the post holder will initially be expected to undertake. It's neither exhaustive nor inclusive and will be changed from time to time, to meet the changing circumstances and demands. It will not form part of the post-holder's contract of employment.***

# Cedars Manor School

## Person Specification

### Essential Requirements

1. Minimum GCSE grade C or above in Mathematics and English
2. Ability to communicate effectively in writing, on the telephone and face to face.
3. Previous experience in a customer service role.
4. Computer literate and comfortable using web-based systems and Google and Microsoft Office.
5. Knowledge of effective communication and payment systems and how these can be maximised to the benefit of school and community.
6. Experience working in an educational setting desirable.
7. Experience of an MIS system.
8. Willingness to undertake First Aid training.

### Skills, knowledge and abilities

1. Ability to provide the highest level of customer service, diffuse difficult situations, and manage people's expectations.
2. Commitment and willingness to meet the needs of the ethos and flexible working arrangement of the school.
3. Ability to work under pressure and meet tight deadlines.
4. Ability to work on own initiative and contribute ideas to the improvement of the administration and front desk service at the school.
5. Ability to maintain strict confidentiality in all matters.
6. Ability to build and maintain an effective working relationship with a wide variety of people, including appropriate relationships and personal boundaries with children.
7. Willingness to work within a clear framework and with regard to school policy.
8. Willingness to support other team members, management and other professionals.

### Equal Opportunities

The post holder will be expected to carry out all duties in compliance with the School's Equal Opportunities policy.