


Name:		Date Drafted:	Spring 2018
		Date Reviewed:	Annually
JOB DESCRIPTION			
<p>The purpose of this Job Description is to set out in general terms the management, purpose and responsibilities of a specific job at The Northworthy Trust. It is not intended to be a comprehensive listing of every task that an employee might be called upon to undertake. Neither is it a legal document, although it may be referred to in Contracts of Employment.</p>			
MANAGEMENT DETAILS			
Job Title:	Receptionist and Administration Assistant		
Salary:	LBCS Point 14-17 £14,733 to £15,686 per annum		
Working Pattern:	37 hours per week, 41 weeks per year		
Reporting to:	The Chair of the Governing Body via the Headteacher		
Line Manager:	Headteacher		
Directly Supervised Posts:	None		
Indirectly Supervised Posts:	None		
Employee Signature and Date:			
Line Manager Signature and Date:			
DUTIES OF ALL EMPLOYEES			
<ol style="list-style-type: none"> 1. Commit to safeguarding and promoting the welfare of children. 2. Be subject to DBS checks as required by the School. 3. To understand and comply with the school's Equal Opportunities Policy. 4. To participate in the Performance Management Programme. 5. To follow the school's policy with regards to Data Protection and Freedom of Information. 6. To maintain confidentiality of school business. 7. To comply with the requirements of Health and Safety, other relevant legislation and school documentation. 8. Be aware of, uphold and contribute towards the development of the school's policies and procedures. 9. Take an active part in appraising own work against agreed priorities and targets in accordance with the school's performance and supervision arrangements. 10. The duties outlined in the job description may be modified by the Headteacher, in consultation with the postholder, to reflect or anticipate changes in the jobs, commensurate with the salary and job title. 11. Due to the nature of the work, this post is exempt from the Rehabilitation of Offenders Act 1974 and the post holder must have a satisfactory Enhanced Disclosure (via the Disclosure and Barring Service). 			
SAFEGUARDING CHILDREN			
<p>This school is committed to safeguarding and promoting the welfare of children and young people and expects all staff, volunteers and trainees to share this commitment.</p> <p>In carrying out your duties, you are expected to:</p> <ul style="list-style-type: none"> • undertake regular safeguarding training • be aware of, understand and adhere to school safeguarding procedures 			
PROFESSIONAL STANDARDS			
<p>In carrying out your duties, you are expected to:</p> <ul style="list-style-type: none"> • through your practice, consistently demonstrate high standards in conduct, appearance, attendance and punctuality • consistently promote positive values, attitudes and behaviour in all areas of school life • act with high professional standards, demonstrating and promoting the same positive values, attitudes and behaviour that are expected of students • help to maintain positive standards of behaviour at all times during the school day, both on and off the premises and during visits and off-site activities, in accordance with the Behaviour Policy • continually seek to improve your practice and develop your own knowledge, skills and expertise through a range of appropriate professional development, training and other means. 			
SUPPORTING THE PERSONAL DEVELOPMENT AND WELL-BEING OF STUDENTS			
<p>In carrying out your duties, you are expected to:</p> <ul style="list-style-type: none"> • support the personal development of students by contributing to whole school events and extra-curricular activities as appropriate 			

- have high expectations of all students and promote and reinforce their self-esteem

SUPPORTING LEARNING AND ACHIEVEMENT

Staff are expected to enhance the learning climate and culture of the school and to contribute to the strategic goal of raising standards of achievement. They are expected to do this by understanding the part they play in the life of the school and their role in supporting learning and achievement.

In carrying out your duties, you are expected to:

- promote and support the inclusion of all students in learning activities, communicating effectively and sensitively with them in all situations where you have contact with them
- build and maintain positive relationships with students, treating them with respect and consideration, showing concern for their development as learners and acting with fairness and consistency at all times
- help to maintain a purposeful learning environment by using behaviour management strategies in accordance with policy and procedures
- recognise and respond to equal opportunities issues that might arise, challenging issues such as stereotyping, bullying or harassment, in accordance with policy and procedures
- work collaboratively with colleagues to meet the needs of all students, including those with SEN or additional learning needs
- attend meetings related to your work and for CPD as required (these may take place outside of the normal school day)
- to contribute to the school self-evaluation process by producing evidence on which to base judgements and to identify areas for development

SPECIFIC DUTIES OF THE RECEPTIONIST AND ADMIN ASSISTANT POST

You will be expected to organise and manage reception in the main school and to undertake other administration duties as required.

In carrying out your duties as Receptionist and Admin Assistant, you are expected to:

- work without supervision, on your own initiative, be well organised, able to plan and regulate your workload and to work calmly under pressure
- be able to communicate effectively by telephone, letter or email, maintaining high professional standards in relation to your post and towards your colleagues and other people you come into contact with
- demonstrate excellent people and telephone skills, being welcoming, helpful, polite and courteous in all dealings with staff, students, parents / carers and other people
- demonstrate a good level of ICT skills that show competence and accuracy of a range of functions
- act as a point of contact for all school enquiries either by telephone or face to face and be responsible for the smooth running of the school Reception
- record all incoming telephone calls, noting the date and time of the call, the member of staff for whom the call was intended, if the call was put through, who it was put through to or if a message was taken
- put through telephone calls to the appropriate member of staff, taking contact details and a message where the member of staff is unable to take the call
- ensure messages taken for members of staff who are unable to take a call are put in writing and passed on as soon as possible to the member of staff concerned
- contact parents / carers where required in circumstances such as students being excluded, or requiring to be collected in the case of illness or incident
- telephone emergency numbers for ambulance and / or police attendance when requested in the event of an emergency or serious incident
- record and sign visitors in and out of school, ensuring that visitor passes are issued as appropriate
- locate students in lessons to pass on urgent messages from parents and / or teaching staff or other valid reasons as required
- provide help to students where appropriate
- be aware of and comply with policies and procedures relating to child protection, health and safety, security, confidentiality and data protection, reporting all concerns to the appropriate person
- sign for parcels and registered post as required, contacting the Site Maintenance Team where deliveries need to be unloaded
- search information and data input information into school systems as required
- ensure the Reception area is kept tidy, informative and welcoming to visitors at all times
- undertake general administrative and clerical work, including word processing, photocopying, filing, sorting and distributing mail, sending and responding to emails as directed, confirming goods received

- prepare post for posting, franking letters where necessary, entering all outgoing post into the post book, maintaining an accurate record showing details of the recipient and the cost of postage and ensuring all post is correctly posted
- deal with internal telephone calls, taking messages, answering queries and dialling numbers for staff making external calls from telephones without a direct outside line
- provide efficient and effective administrative support to members of staff as required, carrying out such duties as may be directed, including dealing with correspondence and word processing letters as appropriate
- undertake word-processing, data entry and other ICT based tasks as required
- organise, manage and maintain manual and computer-based records (including student records) and provide information and data as required, ensuring systems operate efficiently
- maintain an efficient and confidential filing system where required
- attend meetings, take notes and prepare minutes as required
- undertake general financial administration (such as processing orders and invoices) where required, ensuring that you comply with Financial Regulations and school financial procedures
- be willing to adjust your working arrangements to meet emergency / changed circumstances and to assist other admin support staff with their work where necessary (e.g. at very busy periods or to cover for staff absence) and work outside normal working hours on occasion, with due notice

CORPORATE RESPONSIBILITIES OF ALL STAFF AT LEES BROOK COMMUNITY SCHOOL

All members of staff share corporate responsibilities, which include:

- contributing to a shared vision for the school and demonstrating a commitment to the values and principles which underpin that vision
- demonstrating a commitment to continuous improvement, believing that what we did last week or last year is not necessarily good enough for tomorrow
- reflecting on, evaluating and reviewing performance and outcomes in order to raise standards further across all aspects of the school
- being a good role model both to colleagues and to young people; acting with fairness and consistency and having high professional standards
- bringing enthusiasm and new ideas to the Academy and the determination to see ideas translated into action
- being prepared to 'walk the extra mile' without having to be asked to do so