

THE PALMER CATHOLIC ACADEMY

Part of The Good Shepherd Catholic Trust



RECEPTIONIST / ADMIN ASSISTANT JOB DESCRIPTION

Post:	Receptionist/Administrative Assistant
Salary Scale:	LBR 3 point 5, £22,185 FTE, £20,896 actual
Hours of work:	40 hours per week — 8.15am — 4.45pm, term time only
Reports to:	Assistant School Business Manager

RESPONSIBLE FOR

Providing efficient reception and administrative service for the academy

RECEPTIONIST MAIN DUTIES AND RESPONSIBILITIES

- To receive visitors and ensure they sign in and out in accordance with the academy's procedures including maintaining the back end of the visitor sign in system and controlling the back-gate intercom.
- To answer incoming calls and deal with messages accordingly
- To deal with the day to day queries from staff, parents and visitors
- To be responsible for daily post.
- To accept and notify relevant staff of small parcel deliveries
- To use SIMS as needed
- To cover the Welfare officer's daily lunch break

ADMINISTRATIVE DUTIES

- To be responsible for the schools Office email account
- To be responsible for In Touch Email System
- To be responsible for all matters of internal/external exclusions, including the input of information on SIMS and the maintenance of relevant documentation and student work collections and producing quarterly exclusion report
- To provide 1* Aid support
- To maintain and order stationery/equipment for Admin Offices
- To provide administrative support for Senior Leadership Team, Heads of Department, and Year Heads
- To maintain the Trips and Visits Log for Governors Reports
- To assist the Attendance/Admissions office
- Weekly bulletin

- Preparation of classroom registers for years in isolation due to Covid-19
- Detentions – in touch messages, logging, reporting
- Update telephone list as and when required
- Arrange catering for school events with kitchen, i.e. Parents evenings
- Cover for Head's PA when required
- Annual Memo re Parking Passes, including issue of passes and maintaining spreadsheet
- Maintaining the telephone system, including inputting names onto the handsets
- To rename pigeon holes at the start of the academic year
- Clear staff room at the end of year
- To record and issue car parking spaces
- To be responsible for the Inventory, the school's visitor and student sign in software system
- Deputise for the Attendance Officer when required
- Deputise for the Welfare Assistant when required
- Cover Welfare Assistant

GENERAL ADMINISTRATIVE DUTIES

- Assisting in other administrative offices as and when required
- Any other reasonable duties as directed by the Office Manager, Business Manager or Headteacher

This job description will be reviewed within six weeks of initial issue and annually thereafter.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment within the London Borough of Newham. All employees are expected to understand and promote equality and diversity in the course of their work.

SAFEGUARDING CHILDREN

This school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment and uphold all relevant procedures.

RECEPTIONIST / ADMIN ASSISTANT PERSON SPECIFICATION

	Essential	Desirable
Experience	Working effectively both independently and with colleagues in teams Customer service A minimum of one year's relevant experience, either in school reception or industry Continuing professional development Willingness to undertake First Aid qualification	Valid First Aid certificate
Knowledge and Understanding	Good standard of education (GCSE Maths & English or equivalent — Grade A"-C) Good knowledge, at intermediate level, of MS Office products particularly in Excel and Word	Knowledge of SIMS.net software
Skills and Abilities	Good communication skills, both written and oral Good organisation skills Be confident in the use of information and communication technology Ability to work to tight deadlines Ability to learn quickly new and sometimes complex procedures Ability to work with minimal supervision and as part of a team Ability to work under pressure	Have good data analysis skills with the ability to synthesise the information into reports as required Have good influencing and negotiation skills
Personal Characteristics	Be understanding and supportive of the moral and spiritual ethos of a Catholic Academy Willingness to share expertise, skills and knowledge Sensitivity to the aspirations, needs and self-esteem of others Commitment to team working Willingness to address challenging issues with clarity of purpose and diplomacy A sense of humour and a positive attitude Be willing to undertake further training internally or externally to improve the effectiveness of their role A flexible and positive approach to work Commitment to safeguard and promote the welfare of children and young people Willingness to work flexibly to meet the needs of the academy and ensure deadlines are met. This includes occasional early morning starts.	