

Receptionist Administrator

Job Title Receptionist Administrator

Salary GR5

Report to Admin Manager

Location Stratford, Newham, London

Type of position Term Time plus 2 weeks

Hours Post 1 7.30am – 2.30pm
Post 2 9.30am – 5.30pm

Child Protection All members of staff must comply with LAE's Safeguarding & Welfare Policy. If, in the course of carrying out the duties of the post, the post holder becomes aware of any actual or potential risks to the safety and welfare of our students, these concerns must be reported immediately in accordance with the safeguarding policy.

The London Academy of Excellence is committed to the safeguarding and welfare of children and applicants must be willing to undergo child protection screening appropriate to this post, including checks with past employers and the Disclosure and Barring Service.

Job purpose

- To provide a friendly, professional, and effective reception service and professional looking reception area.
- To provide efficient administrative support for the school, dealing promptly and courteously with visitors, staff, and students, and answer the telephone promptly, recording messages and distribute them to appropriate personnel.
- The post holder will also be involved in the admissions and enrolment process.

Key Responsibilities and core activities of the role

- Undertake the effective operation of the site reception, so that visitors, staff, and students are greeted in a friendly and appropriate manner, securing the highest standards of administration, presentation, and public and internal relations in accordance with the aims and aspirations of the Academy.
- Ensure that the safeguarding procedures are in place at all times regarding visitors, parents and students.
- Ensure that the reception and adjacent areas are neat and tidy, free from clutter or hazards and present LAE in a positive, professional light as the first point of contact always.
- Ensure that any enquiries made at reception by visitors, parents, staff, or students are dealt with promptly and they are directed to the appropriate person/location.
- Ensure that visitors to the site sign in and out using the inventory and are issued with visitor badges in line with safeguarding procedures.
- Respond to telephone enquiries and ensure that they are directed to the appropriate person/location.
- Receive all deliveries made to the main reception, signing receipts where required, directing delivery drivers to the appropriate site location where the items are to be deposited and contacting the caretaking team to collect the items.
- Undertake a range of administrative support duties from the administration pool of work as directed by the Admin Manager.
- Distribution and dispatch of post across the site and to external addresses.
- Monitor attendance registers on daily basis, call families where students are absent.
- Produce student attendance letters upon request.
- Assisting with the maintenance of admission register, MIS information systems and associated lists, when required (usually during summer holiday period).
- Assist with booking meeting rooms and lettings.
- To assist with bulk mailing of letters and other publications.
- To assist in maintaining various records, lists and databases as appropriate.

- Monitor the office school email, and forward to relevant staff as required.
- Dealing with lost property efficiently and effectively.
- To act as one of the Emergency First Aiders and assist in monitoring and maintaining first aid supplies and the accident reporting process throughout the school as directed by the Business Director.
- To maintain an inventory of first aid equipment
- To maintain stock and order stationery for general administration use.
- Regularly review own practice, set personal targets, and take responsibility for own personal development.
- Take responsibility for work, encourage, and accept feedback from colleagues and line manager and respond to or adapt to change as required.
- To promote and celebrate the ethos of LAE in accordance with its aims and curriculum policies.
- Fulfilling any other reasonable duties, as requested by the Headteacher or the Deputy Head (Academic) and the Business Director.

The above list of job duties is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope and grading of the post. Job descriptions may be reviewed to ensure they are an accurate representation of the post.

Person specification

Essential professional criteria	How these will be confirmed
Be educated to at least to level 2, including grade C or higher in English and Mathematics GCSE or equivalent.	Sight of original exam certificates / academic qualifications will be requested.
Ability to start promptly.	There will be opportunities at interview to discuss experiences and examples that demonstrate these. Referees will also be asked about these qualities.
Understand the Receptionist role within a school setting.	



Excellent computer skills including Microsoft Outlook, Excel, and Word.	
Accuracy and attention to detail.	
Excellent administrative and organisational skills	
Be self-motivated and enthusiastic about working on one's own, but also enjoy working in a team.	
Excellent Interpersonal, communication and telephone skills	
First Aid qualification or willingness to obtain qualification in the first two months of employment	
Ability to maintain confidentiality inside and outside the workplace	
Ability to handle and defuse potentially difficult situations	
Able to demonstrate the willingness, commitment, and ability to safeguard and promote the welfare of Academy students	
Excellent timekeeping	
Recent relevant experience of providing administrative and customer service support	
Desirable professional criteria	How these will be confirmed
A-Level qualifications of at least three B grades.	Sight of original exam certificates / academic qualifications will be requested.
Previous experience of working in a similar post in an educational establishment	Confirmation of former relevant employment will be requested. There will be opportunities at interview to discuss experiences and examples that demonstrate these.