



JOB DESCRIPTION & Person Specification

POSITION	Federation Administrator and Receptionist
SALARY	Support Staff Scale – Spine Point 12 to 21
HOURS	37.5 hours per week
FULL TIME EQUIVALENT	Term Time plus 2 weeks [41 weeks per annum]
CONTRACT TYPE	Permanent
RESPONSIBLE TO	SAO/PA
RESPONSIBLE FOR	N/A
LOCATION	Mossbourne Victoria Park Academy
KEY WORKING RELATIONSHIPS	Admin and Reception Staff, Students and Parents

Background

Mossbourne is the realisation of Sir Clive Bourne's dream to provide the children of Hackney with an outstanding education. Mossbourne is built on a formula of high expectations, doing the simple things right, and the belief that all children can succeed. All learners, regardless of ability, benefit from the innovative and enlightened approaches to teaching and learning. The Federation's calm working atmosphere creates well-rounded individuals who excel in the arts, on the sporting field and academically.

The Mossbourne Federation consists of four academies: Mossbourne Community Academy (MCA) secondary and sixth form, Mossbourne Victoria Park Academy (MVPA) secondary, Mossbourne Parkside Academy (MPA) and Mossbourne Riverside Academy (MRA) both primary.

The Mossbourne Federation is actively seeking to increase the proportion of our workforce who come from diverse backgrounds. We particularly welcome applications from people of Black, Asian and other minority ethnic descent. Injustice, discrimination and intolerance go against the core tenets of the Mossbourne ethos. We actively reject discrimination in our academies through continuous review of our working policies & practices across the federation, including at board level. We are committed to developing & supporting inclusivity, diversity & anti-racism in every facet of what we do.

Mossbourne Victoria Parkside Academy (MVPA)

At Mossbourne Victoria Park Academy (MVPA) we continue to build on the Federation's ethos of exceptional education for all our pupils. With learning at the heart of everything we do, MVPA continues to raise expectations and achievement in Hackney and its neighbouring boroughs, with the belief that all pupils can fulfil their true potential. The Curriculum Support Department (CSD) is made up of specialist teachers, a learning mentor, speech and language therapist, senior TA and classroom-based TAs. To support students' academic, social and behavioural needs we offer an extensive range of interventions and work closely with the pastoral and curriculum teams to ensure that each student is able to reach their potential.

If you want to be part of the team that is improving the future of our students, then read on!

JOB SUMMARY

Main Duties & Responsibilities

Academy Office

- Provide an effective pupil and parent Reception service.
- Responsible for all reception duties including directing and filtering calls, dealing with visitors, which includes the issuing and collecting of passes, post, couriers, ordering stationery and travel arrangements.
- Responsible for meeting, greeting and escorting visitors and parents. Greeting and managing visitors politely and firmly according to our security policies and effectively transferring them to their host in the Academy.
- Book and coordinate meeting rooms, ensuring they are tidy and ready for meetings.
- Give advice and information about the Academy to parents, pupils and visitors face to face, over the phone and via email.
- Provide prompt and clear written records of telephone calls and messages to staff throughout the Academy.
- Write and distribute defined written communications, including the daily academy Bulletin.
- Assist Pupils, collate absence and lateness reports, update registers, request homework for absent pupils and relay messages.
- Work effectively using the Academy's SIMs (school data base) system.
- Carry out a range of other administrative duties, filing, photocopying, typing etc., assigned by the PA / Senior Administrative Officer in conjunction with the other Reception/Administration Team.
- Ensure the smooth running of the office, organise day-to-day activities, contribute to the planning and development of the support service, maintain the required confidentiality of information at all times.
- Cover for all administrators within the team, when necessary, e.g. logging absence and making absence calls.
- Efficiently manage the biodata/school identity card system.
- Assist in the maintenance of the school's computerised database information.
- Provide administrative support to the Federation.
- Update and maintain the relevant school calendar.
- Responsible for the production of reports, letters, newsletters and other publication materials as and when required.
- Assist with general office duties including the handling of incoming and outgoing post, telephone enquiries dealing with queries as far as possible and referring to other members of staff as necessary.
- Make full and appropriate use of the ICT at the school and develop computer aided administration which supports the work of the school.
- Assisting the PA/SAO with all aspects of the development and effective operation of the administrative function within the school.
- Establish and maintain good relationships with pupils, parents/carers, colleagues, contractors and other professionals.
- Provide efficient administrative support to the SLT.
- Collate, amend and update pupil files and reports including SIMS.
- Provide First Aid support as required (subject to training and certification).
- Establish best practice within the team/office.
- Evaluate and improve your own practice, which may lead to improvements in the day-to-day running of the school and take responsibility for personal professional development.
- Maintain professional portfolio of evidence to support the Performance Management process.
- Responsible for sending text messages to parents as directed by SLT/PA/SAO.
- Maintaining, advising on and updating Parent Pay.
- Attend school events as required.
- Perform other duties, including covering the essential work of absent colleagues in all Federation schools, commensurate with the grading of the post, as directed by the Line Manager.
- Attend training sessions and meetings as required.
- Ensure compliance within the school of data protection regulations.
- Deal with confidential data, material and issues appropriately.
- To contact parents in matters pertaining to pastoral care when directed by a member of the pastoral team.

- To be responsible for all pastoral data entry, ensuring all pastoral documents are scanned and attached to SIMS.
- Maintain accurate records and filing systems.

General

- To support reception staff in dealing with parents and students if required.
- To cover reception at the request of SAO.
- To manage the spare uniform stock and the supplies required by Head of Years to ensure the Academy Uniform Policy is followed by students at all times.
- Work closely with staff and Office Team to ensure the accurate recording of lateness and absence, amending records where necessary.
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- You may also be required to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

Person Specification				
E Essential Or D Desirable	Requirements	Assessment Criteria		
		Interview	Application Form	Task
Experience				
E	Experience of working in a school environment, with knowledge of school data systems and attendance	X	X	X
E	Punctuality, reliability and ability to maintain a high level of confidentiality is essential	X	X	
E	Ability to effectively multi-task, work to tight deadlines and prioritise workload in a busy environment, paying attention to detail and remaining 100% focussed	X	X	
E	Ability to be an effective team member using initiative, being proactive and having a flexible approach to work	X	X	
E	Ability to understand and take full account of visitor needs	X	X	
IT knowledge				
E	Strong working knowledge of the MS Office Applications	X	X	X
D	Advanced knowledge and use of MIS including SIMS; data entry, running reports, general operations	X	X	
Behavioural Competencies				
E	Excellent communication skills	X		X
D	Strategic approach, ability to see the 'big picture'	X		
E	The upmost integrity and high levels of motivation & commitment.	X		
E	Genuine interest & passion for the education of young people & the will to contribute to the wider life & community of the Federation	X	X	
Applicable to all staff				
E	Undertake training as required to fulfil the requirements of the role	X	X	X
E	Support Mossbourne's efforts both verbally and non-verbally (i.e. Via actions and attitude), including adjusting performance and practice in accordance with Mossbourne's initiatives and findings	X	X	X
E	Recognise your role as part of the succession of Mossbourne	X	X	X
E	Play an active role in terms of Safeguarding all students and adults	X	X	X

Mossbourne Federation reserves the right to modify this job description to ensure the needs of the Federation & students are met. Mossbourne Federation provides equal employment opportunities to all employment applicants and employees without regard to race, colour, religion, gender, sexual orientation, national origin, age, disability or status. The document is not a comprehensive list; it simply outlines expectations of this role. This post is subject to an enhanced DBS disclosure. The post holder must be committed to safeguarding the welfare of children.