

## THE BRIT SCHOOL JOB DESCRIPTION

Job Title:	<b>Student Services Receptionist</b>
Reporting to:	<b>Student Services Manager</b>
Staffing Responsibilities:	<b>None</b>
Salary:	

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### **Purpose of Job:**

- To be first on call to provide first aid care/assistance.
  - To be the first point of call for student enquiries relating to the student Services Department.
  - To provide basic administrative support for the Student Services Department.
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### **Main Activities & Responsibilities:**

- To man the Student Services reception desk and deal with all student enquiries.
- To keep Student files up to date and ensure that all filing is done in a timely manner.
- To keep Student online records up to date.
- Be the vehicle for staff to arrange the acquisition and retrieval of student records in the live system and the archives.
- To be responsible for the answering the phone on the reception desk, dealing with student, parent/carer and public queries.
- Responsible for the preparation of student records for archiving, ensuring the correct process of cataloguing is carried out for retention and destruction.
- To keep on top of the Student Services emails.
- To be responsible for scanning post and documents relating to students for electronic files.
- To be responsible for the ordering of Student Services stationary supplies and ensuring that the stock is always at a reasonable level.
- Be responsible for the ordering of first aid supplies as required.
- To be responsible for preparing, scanning and checking documents being converted to electronic format; ensuring the correct transferal and indexing of images.
- To Manage and administer the Oyster application forms; ensuring the relevant staff have the correct rights and log-ons, reports
- To administer the School Travel Plan; facilitating the group bookings for departmental school trips using TFL on-line group booking system. Liaising with the trip organiser to ensure all areas of planning the travel for the trip are covered.
- Work with Safe Guarding tem to ensure records are secure. Ensure correct recording and filing of confidential records.
- To provide first aid/care/assistance.
- To support the Student Service Department with administrative task when required.
- To cover the work of the Attendance Officer when required.
  - To ensure all registers are completed and no missing marks or unexplained

absences remain.

- To check and remind any necessary staff to complete registers.
- If required produce statistics for the KS4 & Post 16 Pastoral Managers and SLT.  
To receive and log and if required follow up on KS4 and Post 16 late calls and messages
- If required to prepare and send letters home for students regarding their attendance if below 95%.
- To produce and interpret information relating to attendance patterns.
- To provide updates for staff on student attendance as required.
- To collate, maintain and update attendance data when covering.
- To act as a Fire Marshall/Deputy Fire Marshall in the event of an emergency if required.
- To attend school and departmental meetings and Inset.
- To work some evenings during open days and whole school events for which time off in lieu will be given.
- To undergo any training required in order to perform duties efficiently, including that associated with applicable regulations concerning absence and attendance and training to maintain and improve skills on the School's management information system.
- To exercise a commitment to the school's mission statement and stated ethos including the equal opportunities policy, health and safety policy and all other current school policies.
- To undertake any other duties or one-off tasks at the reasonable request of the Principal/SMT/Line Manager.

This job description sets out the duties at the time of drafting. The job description may be amended from time to time without incurring a change in the grading of the post.

May 2017

## **PERSON SPECIFICATION**

### **Student Services Receptionist**

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#### **Education & Training**

- Qualification in work linked with Children and /or young people - Desirable

#### **Experience**

- Proven ability of working in an educational setting.
- Proven ability of working with the public.
- Proven ability of working in an office environment
- Proven ability of working with young people and their parents
- Proven ability in working with administrative IT Packages. High level of IT Skills including Microsoft Office Packages.
- Proven ability of working with a Data Base – Specifically Data entry and retrieval.

#### **Knowledge, Skills and Qualities**

- Excellent organisational skills
- Proven ability of working in a confidential environment
- Excellent communication skills; face to face, on the telephone and on email at all levels.
- An understanding and awareness of Child Protection issues
- Excellent IT Skills

#### **Personal Qualities**

- A friendly personality and ability to interact positively with people at all levels within the organisation.
- A commitment to the Schools mission, ethos and equal opportunities policy, together with high standards of education, care and behaviour.
- Ability to use own initiative and work alone as necessary