

### **Job Description**

Job Title: Receptionist/Administrator

**Responsible to:** Acting Business Manager

#### **Purpose of the Role:**

Provide a professional and comprehensive reception service and clerical support to the school.

#### **Responsibilities:**

- Answer all incoming calls and handle callers' enquiries promptly and check the school voicemail regularly; responsibility for the operation of the school's switchboard.
- Re-direct calls as appropriate and take adequate messages when required.
- To manage reception; to receive and welcome visitors and advise staff on arrival, to sign in or out pupils and to assist parents with initial queries, to receive and sign for deliveries.
- Assist as necessary to maximise visitors' comfort whilst they are in the reception area.
- Ensure the reception area is kept tidy at all times
- Help to maintain customer relations at a level which enhances the reputation of the school and AET.
- Keep a comprehensive record of visitors to school.
- Provide clerical support to the school's administrative function as directed by the Head Teacher and School Business Manager.
- Occasional routine word processing as and when required.
- Reprographics as and when required.
- The use of school computer systems where appropriate: Progresso, Parent Pay, Google docs, email etc.
- Recording, stamping/franking and posting outgoing mail, and sorting and distributing incoming mail.
- Administration of basic first aid, and a willingness to undertake training as and when required.

#### **General:**

- Individuals have a responsibility for promoting and safeguarding the welfare of children and young people he/she is responsible for or comes into contact with.
- To ensure all tasks are carried out with due regard to Health and Safety.
- To undertake appropriate professional development including adhering to the principle of performance management.
- To adhere to the ethos of the school.

**Other clauses:**

1. The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment
2. This job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed.
3. The job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year and it may be subject to modification or amendment at any time after consultation with the holder of the post.
4. This job description may be varied to meet the changing demands of the academy at the reasonable discretion of the Principal/Group/Chief Executive
5. There may be occasions when it will be necessary to cover other Administrative roles within the academy or to work with the administrative team when there are peaks and pressing issues.
6. This job description does not form part of the contract of employment. It describes the way the post holder is expected and required to perform and complete the particular duties as set out in the foregoing.
7. Postholder may deal with sensitive material and should maintain confidentiality in all academy related matters.

**Safeguarding**

We are committed to safeguarding and protecting the welfare of children and expect all staff and volunteers to share this commitment. A Disclosure and Barring Service Certificate will be required for all posts. This post will be subject to enhanced checks as part of our Prevent Duty.

### Person Specification

General heading	Detail	Essential requirements:	Desirable requirements:
<b>Qualifications</b>	Qualifications required for the role	Grade A-C in English and Maths	
<b>Knowledge/Experience</b>	Specific knowledge/ experience required for the role	Experience of working on reception / customer service.	Experience of working in a school office
<b>Skills</b>	Line management responsibilities (No.)	N/A	N/A
	Abilities	Computer literate.	Experience of Progresso & Parent Pay. Touch typing. Qualified first aider
<b>Personal Characteristics</b>	Behaviours	Able to work successfully independently or as part of a team. Self-motivated, resilient and enthusiastic. Able to establish good relationships with adults and children.	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
<b>Special Requirements</b>		Successful candidate will be subject to an enhanced Disclosure and Barring Service Check Right to work in the UK Evidence of a commitment to promoting the welfare and	<ul style="list-style-type: none"> <li>• N/A</li> </ul>

		safeguarding of children and young people Ability to travel as required	
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