



JOB DESCRIPTION

Post: Receptionist/Admin Assistant

Reporting to: PA to the Principal

Role Purpose:

To have the role of Receptionist for the academies with administrative tasks under the general supervision of the PA to the Principal.

Main Duties and Responsibilities

- Answering incoming calls to the Academies and receiving visitors. Responding to enquires by phone/email and in person as appropriate and passing on messages to Academies personnel.
- General welfare of students and attending to their personal needs as and when required including contacting parents. Administering first aid (when required) to students in accordance with Academies regulations.
- General office duties including filing and photocopying. Creating various letter and email templates and mail merges. Assisting Academy staff with a variety of admin tasks. Adding late marks and detentions on to our MIS system (Arbor).
- Dealing with incoming voicemails/email, post and deliveries.
- Responsibility for franking outgoing letters and parcels and taking items to the post office as required.
- Booking arrangements for various meeting rooms.
- Liaison with caretaking staff in respect of day-to-day requests for portorage or other assistance.
- Maintaining a professional clean and tidy Reception area with current, relevant and attractive displays.

Safeguarding

- Undertake regular safeguarding training as required
- Ensure that statutory and Ofsted requirements for Safeguarding are met
- Promote the safeguarding of young people

General Responsibilities

- Contribute to the overall ethos / work aims of the Academies
- Provide a courteous reception to staff, young people and visitors
- Undertake relevant training as required to support the functions of the post and to enhance personal development
- Undertake any other duties as specified by the Head of School and the Leadership Team

Other Duties

The post holder may be required to perform duties other than those given in the job description for the post. The particular duties and responsibilities attached to posts may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not of themselves justify the re-evaluation of a post. In cases, however where a permanent and substantial change in the duties and responsibilities of a post occurs, consistent with a higher level of responsibility, then the post would be eligible for re-evaluation.



PERSON SPECIFICATION

Essential Criteria	Desirable Criteria	Evidence
<p>Qualifications:</p> <ul style="list-style-type: none"> GCSE English & Maths Grades A*- C (9 - 4) 		Application Form Interview References Proof of Qualifications
<p>Experience:</p> <ul style="list-style-type: none"> Experience working in a Receptionist/Administrator role 	<ul style="list-style-type: none"> Previous experience of working in a school 	Application form Interview References
<p>Skills and ability:</p> <ul style="list-style-type: none"> Excellent general IT skills Ability to maintain thorough and accurate records Ability to liaise positively with staff and students and be customer focused with a professional and friendly manner Ability to prioritise work and multi-task Ability to remain calm and professional in potential conflict situations Able to make connection between your work and the benefits to pupils. 	<ul style="list-style-type: none"> First Aid Trained (EFAW) 	Interview Application Form References
<p>Disposition/Attitude:</p> <ul style="list-style-type: none"> Good written and verbal communication skills Ability to prioritise and manage workloads while maintaining a flexible response to urgent requests Excellent customer service skills and ability to work with students, parents, staff and visitors Good organisation and time-management skills Ability to work professionally and with confidentiality Ability to work on your own and as part of a team 		Interview References
<p>Commitment and other requirements:</p> <ul style="list-style-type: none"> Satisfactory Enhanced Disclosure with the Disclosure & Barring Service (DBS) Excellent attendance and time-keeping record. 		Application form Interview References