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| <b>Salary:</b>                  | NJC Pay Scale, Grade C   |
| <b>Responsible to:</b>          | Business Support Manager |
| <b>Date of Job Description:</b> | 14/12/2021               |

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

To provide a friendly, welcoming, professional and efficient Reception service to all staff, students, colleagues and visitors in school.

To act as the first point of contact for enquiries received in Reception by phone, e-mail or face to face; handling these in an appropriate and timely manner, ensuring an outstanding level of customer service.

To provide high quality administrative and operational assistance across all areas of school (e.g. student, staff, finance etc.) as directed by line manager and/or SLT.

### **Main Tasks and Responsibilities**

#### **General Duties:**

- To act in accordance with FCAT's policies and procedures.
- To act as a role model and work in accordance with the Trust values: pride, ambition, respect, resilience, integrity and excellence.
- To encourage and promote non-discriminatory behaviour and ensure equality and diversity is sustained within FCAT and our academies.
- To ensure compliance with the General Data Protection Regulations and maintain confidentiality in your working practices each day. To ensure compliance with FCAT's Health and Safety Policy at all times.
- To adhere to FCAT's Safeguarding policy and procedures to ensure that the duty of care for all staff, including yourself to protect children and young people is maintained.
- Any other tasks and responsibilities reasonably appropriate to this post and grade.

- To attend mandatory training and participate in performance development as required.
- To work in support of the Team FCAT Work and Wellbeing Charter.

### **Main Tasks and Responsibilities:**

- To act as the first point of contact for all enquiries (phone, e-mail and in person) received in Reception. This may be from staff, students, colleagues or visitors. Performing this task with an outstanding level of customer service: taking and recording clear messages, passing these messages on accurately to the relevant person, filtering call enquiries where appropriate, providing response to enquiries where directed and able to do so, ensuring visitor sign in, offering support, information and hospitality to visitors as required. Ensuring that all of the above is handled in a confidential, professional, timely, pro-active, positive and supportive manner at all times.
- To act as the first point of contact for sick pupils, liaise with parents / carers / staff;
- To provide high quality administrative and operational assistance across all areas of school (e.g. student, staff, HR, Finance etc.) as directed by line manager and/or SLT. This may include word processing, spreadsheets, filing, data entry, running reports, producing lists, maintaining manual and computerised records, processing orders, collecting monies, basic book keeping, e-mails, phone calls, and face to face communication.
- To support in efficiently and professionally setting up meetings as required; liaising with attendees, arranging a mutually convenient and timely date, distributing agendas and relevant documents.
- To assist with arrangements for school visits and events;
- To take and type up accurate and detailed minutes/notes from meetings as required.
- To type up and format documents and letters as required.
- To assist in initial proof reading of documents as required.

- To input data into spreadsheets and databases used; manipulate data and run reports as required e.g. SIMS.
- To undertake manual or electronic filing of documents within school.
- To assist in undertaking regular audits of files within school as required.
- To sort all incoming post into school and ensure this is distributed to the relevant person. To ensure the timely send out of all outgoing post from school.
- To ensure office equipment and stationary levels are maintained and to escalate to the line manager to SLT where a stationery order may be required.
- To undertake any printing, photocopying, scanning or shredding of documents as required.
- May handle small amounts of cash e.g. charity donations.