

TONBRIDGE GRAMMAR SCHOOL JOB PROFILE

Job Title:	Administration Assistant - Reception
Post Holder:	tbc
Line Managed By:	Office Manager
Pay and Conditions	<p>Tonbridge Grammar School Support Staff Scheme Grade 3 (Salary Range – 12-14)</p> <p>Full time 37 hours per week – 8.00am to 4.30pm with one hour lunch break and one early finish, to be negotiated. Or Part-time 22.5 hours per week on a job share basis (8.00 to 12.30 / 12.00 to 4.30)</p> <p>Term Time only (39 weeks including Academy Days) plus 5 additional days during school holidays, one of which must be worked on the GCSE exam results day in August, two in the last week of the summer holidays, and the remaining 2 arranged by negotiation.</p>
Job Purpose	
<p>To be the public face of Tonbridge Grammar School to visitors and callers; ensure their needs are addressed with efficiency, courtesy and in a manner that reflects the school's outstanding status and fulfils safeguarding requirements. To provide additional administrative support as required to support the wider operational needs of the School.</p>	
Key Duties	
<ul style="list-style-type: none"> • To manage the Reception area, welcome visitors to the school and ensure they are properly attended to in accordance with school policy and safeguarding procedures. • To manage incoming telephone calls in an efficient manner and in accordance with school policy and safeguarding procedures. • To manage incoming and outgoing mail. • To monitor the external office e-mail inbox, and respond to messages. • To prepare and send out the weekly Staff and Parent Bulletins. • To carry out all reprographics work as required. • To manage the process for receiving and returning lost property to students in a timely manner. • To provide support to students in the Medical Room as appropriate when the School Nurse is unavailable. • To maintain staff registers in preparation for an emergency evacuation. • To distribute student data collection sheets and update all changes to pupil records within SIMS as required. • To receive travel passes from KCC and distribute to students. • To support the Attendance Officer as required, including first day absence phone calls. • To respond to student enquiries when required. • To complete additional administrative tasks as directed by the Office Manager. 	

As with all employees of Tonbridge Grammar School, the Receptionist will be expected to:

- Play a full part in the life of the school community, to support the school ethos and work as part of the wider school team.
- Be familiar with the school calendar and the daily events in school.
- Comply with the staff dress code.
- Actively promote school policies.
- Commit to continuing professional development.
- Actively engage in the staff review and development process.
- Gain understanding of the IB Curriculum and the Middle Years Programme.

Person Specification (D= Desirable, E = Essential)

Skills

Good literacy and numeracy skills	E
Confident in dealing with young people	E
Good time management	E
Good organisational skills	E

Technical skills

High level of attention to detail and accuracy including proof reading.	E
Accurate use of English grammar, punctuation and syntax.	E
Effective IT skills to successfully utilise SIMS (Schools Information Management System)	D
Proficiency in using IT (Microsoft Office, especially Word and Excel)	E
First Aid / Mental Health First Aid Training	D

Knowledge

Safeguarding requirements for working with children	E
MYP and IB 7-year curriculum at TGS	D
Principles and practice of resource planning and resource management	D
Data protection legislation and its implications for schools	D
Health and safety issues as they relate to this environment	D
Detailed knowledge of all school policy	D

Experience

Experience of working with young people	D
Previous work in education	D
Education: Level 2 qualifications (GCSEs or equivalent)	E
Education: Grade C or above at GCSE English or Mathematics (or equivalent)	E

Personal Qualities

Positive, enthusiastic with personal drive	E
Strive for high standards	E
Maintain discretion and confidentiality	E

Committed to public and customer service	E
Work with honesty and integrity	E
Proactive in bringing about improvements to service	E
Objective and transparent in decision making	E
Hold self and others to account	E
Creative when resolving problems	E
Resilient when managing workload	E
Communicate effectively showing strong interpersonal skills	E
Reflective and committed to professional development	E
Work independently and take personal initiative	E
Collaborate and work effectively as member of a team	E
Lead and develop others	E
Resolve conflict with emotional awareness and empathy	E
Committed to equal opportunities	E

Additional Notes

Whilst every effort has been made to outline the main responsibilities of the post each individual task undertaken may not be identified.

Employees are expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

The school will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

This job description is current at the date shown but in consultation with you may be changed by the Head Teacher to reflect or anticipate changes in the job commensurate with the grade and job title.

Signed by Post holder.....

Signed by Head Teacher.....