

**Job Description**

**Receptionist/Administrator:** Scale Point 4/5 (£20,667 – £24,999 pro rata) dependent on experience

**Hours**: 36 hrs per week, 52 weeks per annum, flexible between 7:30am and 5pm - working in rotation with colleagues.

**Reports to**: Office Manager

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| **Key Purpose of the job** The first point of contact for the school, dealing with all caller/ visitors in a polite and tactful manner;To provide an effective reception service both at the school’s main reception and in Student Service reception;  * To ensure that the front of house runs efficiently and effectively and is presentable and welcoming at all times; * To be the first point of call during the school day to deal with all matters relating to the medical welfare of students including First Aid;  To actively develop positive, supportive relations with visitors, staff, students and their parents/carers;To be organized, able to multitask, work flexibly and have a ‘can do’ approach to work, as no two days are the same.To assist the school with a wide variety of administrative tasks, requiring a good level of IT skills.  * To rotate duties between the school’s Main reception and Student Services reception, as and when required; * To be a first aider, training will be provided. |
| **Duties and responsibilities**  **Main Reception**   * To welcome all families, visitors and callers to the school in a friendly and professional manner; * To operate the school’s switchboard; answering telephone calls quickly and efficiently, dealing with enquiries and transferring calls to the appropriate staff; * To take accurate messages and email them to relevant staff; * To sign for deliveries, checking receipt of goods and arranging with Facilities for their orderly and secure storage; * Ordering of stationery, room bookings, taxi bookings and other support functions; * To send out communications to parents; letters; emails; and group texts; * Post: to deliver post to staff pigeon holes; sort and fran post; ensure the franking machine has enough postage; * Uniform Sales: to be proactive with helping parents with uniform purchases, handling payments and returns, keeping accurate and meticulous records of transactions, stock checks, etc; * Periodic stock checks on stationary and uniform; * To ensure that the digital displays/or other information areas are well displayed with up to date information;   **Safeguarding**   * To ensure that all visitors identify themselves at the school entrances before entry; * To ensure that visitors produce appropriate identification and sign in and out at Reception; * To provide visitors with school ID badges, and make them aware of fire evacuation procedures and inform personnel of their arrival; * To check identification and DBS details of new supply staff and to ensure that they are aware of security procedures when entering and leaving the premises; * To ensure that the visitor information leaflet is handed out to parents and visitors; * To direct visitors to the appropriate area and inform personnel of their arrival;   **Student Services**   * Primary First Aider for school, administering First Aid to students, staff and visitors logging information onto Medical Tracker(Training will be provided); * Make contact with parent/carer if students are unwell and log onto Medical Tracker; * Administration and supervision of student medication/equipment and keeping a log; * Holding and gaining written permission to administer medication to students who may need to take the medication on a daily basis or for a period of time; * Maintain an up to date record of all student medication, ensuring that all medication is within date and informing parents/carers when it is nearing expiry date/needs replenishing; * Keeping a stock check of First Aid equipment ordering as and when required; * Keeping First Aid kits fully stocked, signing them in and out as required; * Assist with the administration and organisation of all vaccination programmes that are carried out at school; * Logging all “On Calls” informing Learning Patrol, who the student is and where they need to be collected from; * Ordering of stationery for Student Services as and when required; * Transition: Assisting with administration for Transition: interviews, administration of registration packs; student files; biometric fingerprinting, CP/SEND files; * To cover for absent colleagues when required; * Be responsible for lost property, arranging for it to be placed out on display at the end of every half term if not claimed; * Administration of lost property;   **Administration**   * To provide high quality secretarial and administrative support under the direction of the Office Manager to prepare, produce and photocopy letters, reports and school publications, and undertaking the efficient filing, record keeping and retrieval of papers and correspondence; * To work effectively as part of a team, delivering high quality administration and support services to students and staff; * To provide Admin/Secretarial support for AFA/Open Days; * To cover for absent colleagues when required;   **General**   * To undertake other duties as required from time to time and to provide any other support to the Office Manager within the basic objectives of the post; * To comply with and support the implementation of policies and procedures relating to Child Protection, School’s Code of Conduct for Staff, Health and Safety, Confidentiality and Data Protection, reporting all concerns to an appropriate person; * To respect the confidentiality of matters relating to students and other members of staff. The post holder must be aware of and comply with the requirements of the Data Protection Act; * To uphold and further the Trust’s Equal Opportunities policies and to deliver effective and appropriate services fairly and without discrimination.   Arrangements for Appraisal Performance  There is an annual appraisal cycle carried out by line managers which seeks to acknowledge success, resolve problems and identify training/development needs.  Whilst every effort has been made to explain the main duties and responsibilities of the post each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job descriptions. |
| **Person Specification:**  **Education and Qualifications:**   * Good standard of general education inc. English and Maths(essential); * NVQ3 or equivalent qualification or experience in relevant discipline(desirable); * First Aid qualifications(essential) - please not if not already achieved training will be given; |
| **Experience, skills, abilities and knowledge:**   * Experience of working in a busy reception(essential); * Experience of working in a school environment(desirable); * Experience of working with Microsoft Office and/or Google Suite, email and internet (essential); * Can do attitude and the ability to work proactive and work as part of a team using your own initiative where applicable(essential); * Communicate effectively (both verbally and in writing) at all levels e.g. pupils, staff, parents, visitors (essential) * Excellent reception skills: greeting visitors, parents and students in a friendly and professional manner(essential); * Attention to detail(essential); * Experience of working successfully and co-operating as a member of a team(essential); Experience of undertaking a range of administrative tasks(essential); * Ability to work effectively and respond well under pressure(essential); * Strong multi-tasking skills, and ability to use initiative to organise and prioritise and meet deadlines(essential); * Able to operate data management and filing systems(desirable); * Professional, smart, business-like appearance in line with the “corporate” image of the Visitor Reception area(essential); * Experience of working with databases including data input and collation skills(essential); * Knowledge of procedures required to safeguard children(desirable); * Ability to relate well to children and adults(essential); |