**JOB DESCRIPTION & PERSON SPECIFICATION**

**JOB TITLE – Receptionist & Admin Support**

Job Description

**JOB PURPOSE**

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| * To provide a professional, personable, high quality reception and general administration support service to internal and external personnel. * To provide personal administrative assistance to the head teacher and to support the senior leadership team (SLT) in managing efficient and effective systems pertinent to student academic and pastoral welfare. |

**DUTIES**

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| The key duties include but are not limited to the following:  **RECEPTION AND ADMINISTRATION SPECIFIC DUTIES:**   * To provide a high quality, professional service on the school reception, and within the school administration team * To complete reception duties efficiently and to provide a professional and positive welcome to all visitors, students and staff * To issue visitor lanyards and ensure all persons signed in/out, in accordance with safeguarding protocols * To take receipt of and accurately record deliveries, ensuring deliveries and returns are stored safely and securely and are signed for by the relevant recipient * To deal with enquiries, by email, telephone and in person, and to ensure accurate information is passed to the relevant parties in a speedy manner, maintaining confidentiality at all times * To maintain a neat and tidy reception area, ensuring school publications and other relevant information readily available for visitors * To arrange hospitality for visitors and staff * To provide PA support to the head teacher as required, to include minute taking at meetings * To oversee ‘lost property’ * To be responsible for incoming and out-going post and monitor general office email account * To maintain email distribution lists and send emails to various ‘groups’ in line with policy and procedure * To update pupil registers and subsequent reporting; provide daily/weekly attendance statistics, utilising SIMS software accordingly. Follow-up any absence with parents by phone, email or note straight away in line with school policy and procedure. Any planned absence requests to be logged on the SIMS register with a note passed to the senior teacher for approval. Daily email reports on absences to be sent to the attendance lead and head teacher each morning. Absence notes to be filed in student files * To maintain Parent App and ensure parents are conversant with the product * To support the school business manager (SBM) in the ordering of books and supplies, to include catering supplies, maintain purchase order records and ensure compliance to school procedures * To be responsible for maintaining and updating the ‘Welcome Screen’ presentation on a regular basis * To proof-read reports and publications produced by others, to ensure correct punctuation and grammar, as required * To provide administration support for the school website and school publications as directed by the Head Teacher, ensuring content is compliant with school policy * To maintain and update the school Educational Visits and Outside Speakers records and ensure all paperwork accurately completed in accordance with school policy and procedure * To undertake the consumables stock take/audit and re-order resources including stationery as required in line with school policy and procedure under the direction of the SBM * To collate and update information on new in-take students as required * To assist the Health & Safety Officer in following up staff Health & Safety training and other clerical duties as may be required from time to time * To assist the SBM and Facilities Manager with the management of the Health & Safety requirements of the school * To provide typing, email and clerical support to colleagues as required, to include printing and distribution of student reports * To provide administration support to the SBM as and when required, to include attending meetings, minute taking etc * To assist the IT manager to record and maintain an accurate record of IT misuse and infringements * To undertake photocopying as required and to collate and distribute documents as necessary.   **General Duties**   * This position will be based in the reception office * Perform such other duties as may be requested from time to time, commensurate with the role * Undertake continued professional development as required in order to improve knowledge, skills and efficiency of area * Uphold and promulgate the Focus ethos within all areas of responsibility * Contribute to, share in and promote the wider and longer term vision of FLT and OneSchool * To promote equality, diversity and inclusion and demonstrate this within the role, adhering to the FLT Equal Opportunity Policy * Comply with and support the implementation of all School and FLT policies * To adhere to Health & Safety Policies and ensure all tasks are carried out with due regard to Health and Safety * To work with due regard to confidentiality and the principles of Data Protection, encouraging others to do the same.   **Skills & Qualities required**   * To set an example of positive personal integrity and professionalism, with positive, appropriate and effective communications and relationships at all levels * The successful candidate should be resilient, patient and able to empathise with persons * The candidate will have to have high regard for confidentiality. A good grasp of English and grammar are essential for good and effective communications from the school * The chosen candidate should be industrious and able to work under pressure * Ensure high standards are maintained, progressed and promoted in all areas of work * To undertake appropriate continuous professional development as required in order to improve knowledge, skills and efficiency of area; attend training at National Support Office based in Warwick (if required); and positively participate in the appraisal of own performance * Communicate and co-operate effectively and positively with specialists from outside agencies where applicable * Attend all relevant staff meetings, consultations and school events with a clear and professional sense of purpose.   **SAFEGUARDING** |
| **Focus School Linton Park Campus is committed to safeguarding and protecting the children and young people that we work with. As such, all posts are subject to a safer recruitment process, including the disclosure of criminal records, vetting checks and satisfactory references.**  **We ensure that we have a range of policies and procedures in place which promote safeguarding and safer working practice across the school. This is in line with statutory guidance Keeping Children Safe in Education 2018 and The Education Act 2002; we expect all staff and volunteers to share this commitment.**  **Affiliated to Focus Learning Trust which provides direction and support to 23 UK schools.**  All staff are expected to be committed to the Equal Opportunities Policy. |

**Reporting To**

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| * Reporting to the head teacher via your line manager. |

**SUPPORT FOR THE ROLE**

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| The role is supported by the head teacher, the school business manager, the FLT National SIMS Team and National Support Office.  Regional Principals provide assistance in areas such as curriculum, SDL, SEND, performance management, CPD, data, pedagogy, and to support progress, promote consistency and share good practice between schools.  Focus Learning Trust provides a range of support services in areas such as ICT, recruitment, HR, policies, resources and compliance. |

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| **Employee Signature:** |  |
| **Line Manager Signature:** |  |
| **Date:** |  |

ISSUED BY

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| Focus Learning Trust  Issue date: March 2019 |

**Person Specification**

**JOB TITLE – PA Administrator and Receptionist**

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| **Specification** | **Essential** | **Desirable** |
| **Experience and Knowledge** | * Demonstrable experience and knowledge of reception and basic PA duties * Computer literate, particularly in use of Microsoft Office * Experience and in-depth knowledge of data management, preferably SIMS in an education environment * Demonstrable experience of working in a general administration environment * Understanding of Data Protection and Confidentiality |  |
| **Education and Qualifications** | * GCSEs or equivalent in English and Mathematics at grade A\* to C | An intermediate or above qualification in IT/typing skills |
| **Skills and Abilities** | * Excellent communication skills written and verbal * Excellent interpersonal skills and ability to work within professional boundaries and relate well with visitors, students and staff * Ability to work with due regard to confidentiality, data protection and safe- guarding at all times * Good organisational skills, to include: * Being able to plan and prioritise work, so that deadlines are met; * and being able to identify and analyse problems and use own judgement to produce an acceptable solution * Good numerical skills * Ability to follow set procedures and use own initiative in a busy environment * Ability to work under pressure against changing priorities and competing demands * Self-motivated and able to work with minimum supervision and organise/manage own workload and to keep up-to-date with changes in the working environment. * A positive role model of professional practice and conduct of others * Ability to take a collaborate role when working within a team |  |
| **Training** | * Evidence of experience in a similar role * Evidence of continuous INSET and professional development * Willingness to undertake relevant training and identify own development needs * Committed to ongoing CPD and Professional development |  |
| **Attributes and Attitudes** | * Able to inspire and enthuse all students to achieve their individual potential * Flexible approach, including a sense of humour, and positive attitude towards work * Punctual and reliable * A team player who is enthusiastic and willing to persevere in the face of challenges * Ability to adapt to changes in the workplace * Calm, tactful and collaborative manner * Trustworthy and discreet for confidentiality * To demonstrate a sense of commitment to support the ethos of the school |  |
| **Equality, diversity and inclusion** | * Knowledge, understanding and commitment to equality, diversity and inclusion informed by practical experience and application |  |
| **Safeguarding** | * Knowledge, understanding and commitment to safeguarding and promoting the welfare of students * Ability to form and maintain appropriate relationships and personal boundaries with students |  |

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