

Receptionist/ Administrator

Hours: Part time (up to 30 hours over 4 days), term-time only (including INSET) plus 1 week during school holidays

Reports to: Senior Administration Manager and Chief Operating Officer

Salary Scale: NJC Scale Point 5 – 6 starting at Scale Point 5 £23,500 pro-rata (part-time, term time)

Responsibilities
Providing a professional and welcoming front of house environment. Dealing with internal and external queries from staff, parents, pupils and other stakeholders.
Key Tasks
Ensuring all parents and visitors to school receive a professional and positive welcome and dealing with their queries appropriately or signposting to the appropriate person/team.
Keep reception area neat and tidy to ensure it is welcoming for visitors.
Be able to work flexibly to cover any of the reception areas across the two schools, as required.
Being a key part of the admin team and contribute positively to that team, working with colleagues to deliver a professional administrative service.
Managing the office email address, forwarding emails to relevant/most appropriate members of staff
Visitor management – working with the electronic sign in system and assisting students and visitors with the process and ensuring visitors are escorted/collected as required.
Dealing with telephone queries efficiently and effectively. Referring issues to members of staff or taking messages as appropriate.
To appropriately deal with postage and liaise with Royal Mail and other delivery companies in a professional and proactive way. Liaise with staff including Site team to ensure prompt collection of parcels.
General administrative duties – preparing and posting letters and emails as required, distributing exam certificates, distributing uniform, passing messages to pupils, storing confiscated items.
Part of the key first aid team in school (with appropriate training), including logging accidents/incidents and following up with staff, as required
Managing second hand uniform, including periodic preloved sales.
Processing and recording payments for uniform/materials etc. using EPOS to reconcile transactions with the Finance Department.
Updating the Management Information System (Bromcom) and assisting parents with online payment tool.
Identifying opportunities for system and process improvements to ensure the admin team is as efficient and effective as possible.
The ability to work by yourself, managing competing priorities and on your own initiative is essential to occasionally manage the reception area alone.

The ability to collate information using Excel spreadsheets or other programmes.
The ability to undertake the following tasks would be beneficial: Ordering and processing of purchase orders via invoice or credit card Enter the orders onto our PO system Monitor and deal with any returns/queries
General administrative duties as required by the Trust.

Person Specification

CRITERIA		METHOD OF ASSESSMENT
EXPERIENCE	Experience of working in an office or school office environment	AF, I
	Administrative experience	AF, I
	Experience of using school information management systems eg: Bromcom, SIMs (desirable)	AF, I
	Good working knowledge of Microsoft Office including Word, Outlook and Excel, and ability to work with internal software systems	AF, Q, I
KNOWLEDGE	Understanding of principles of safeguarding young people	AF, I
SKILLS	Excellent verbal and written communication skills	AF, I
	Excellent customer service skills	AF, I
	Attention to detail	AF, I
	Good planning and organisational skills to manage own time and routine tasks	AF, I
	Ability to maintain accurate records and filing systems	AF, I
	Ability to deal with confidential data/issues appropriately	AF, I
PERSONAL QUALITIES	Ability to work well and remain calm under pressure	AF, I
	Ability to build and form good relationships with colleagues and regular external visitors/attendees	AF, I
	Ability to work constructively as part of a team and also work alone and independently and using your own initiative to solve problems	AF, I
	Ability to take the initiative and work independently	AF, I
QUALIFICATIONS	Good general education with GCSEs in English and Maths Grade C/4 to 5 or above	AF, Q
	Relevant first aid qualification – desirable	AF, Q
OTHER REQUIREMENTS	Willingness to be flexible and work to meet the best interests of the Trust	AF, I
	Uphold the Values of the Trust in all actions and at all times	AF, I

*Key: AF – Application Form; I – Interview; Q - qualifications