

Job Description

Post Title:	Receptionist
Location:	Farnborough Spencer Academy
Salary/Pay Range:	NJC 2-6
Hours of work:	37 hours (to cover HR Office as agreed)
Reporting to:	Operations Manager and PA

Purpose of Role

To fulfil appropriate administrative duties in a professional manner in order to promote the Academy by providing a welcoming and efficient first point of contact on behalf of the organisation. To provide administrative support to ensure the smooth running of the office. This role has a strong emphasis on customer service both to external and internal customers.

Main Duties and Responsibilities

- Duties and responsibilities will be allocated by the Operations Manager and PA to ensure that the needs of the academy are met.
- The Receptionist and Administrator will undertake reception duties, answering the telephone (transferring calls, taking and delivering caller messages) and dealing with face to face enquiries as well as providing general administrative support as required.
- The nature of the Academy Year requires some of these tasks to be done regularly whilst others will be on an annual cycle.
- The post holder will be expected to use all Trust standard computer hardware and software packages where appropriate.
- The postholder will be covered for a 30-minute break at a reasonable time to meet the needs of the academy.

Specific Responsibilities

- Using school procedures to effectively manage the reception area to ensure that students, staff, parents and visitors are welcomed to the academy
- Liaising with staff for the delivery and collection of parcels and student belongings
- Maintain manual and computerised records
- Undertake typing and word-processing and other IT based tasks and administrative procedure using the Academy MIS
- Produce lists/information/data as required e.g. student data
- Operate relevant equipment/ICT packages/information systems (e.g. MS Office, internet, intranet, SIMS, email etc)
- To work with relevant staff to support student attendance
- Provide general advice and guidance to assist staff, students, visitors and others
- To undertake training as necessary for the role
- Other tasks as required commensurate with the grade and post.

General

- Work in a professional manner and with integrity, maintaining confidentiality of records and information.
- Maintain up to date knowledge in line with national changes and legislation as appropriate to the role.
- Be aware of and comply with all Trust policies including in particular It, Health and Safety and Safeguarding.
- Participate in the Trust Professional Performance Review process and undertake professional development as required.
- Adhere to all internal and external deadlines.
- Contribute to the overall aims and ethos of the Spencer Academies Trust and establish constructive relationships with nominated Academies and other agencies as appropriate to the role.

These above-mentioned duties are neither exclusive nor exhaustive, the post- holder maybe required to carry out other duties as required by the Trust.

Additional Information

The Spencer Academies Trust is committed to safeguarding and promoting the welfare of all our students and expects all employees and volunteers to share this commitment. All posts are subject to enhanced DBS checks and completion of Level 2 safeguarding training.

Person Specification

	Essential	Desirable
Qualifications and experience		
Good standard of education especially with regard to literacy and numeracy skills.	Y	
GCSE Maths and English grade C or equivalent	Y	
Good A Level passes		Y
Higher degree or further education		Y
Experience of working in a customer service environment	Y	
Previous experience in an educational environment		Y
Experience of working with young people		Y
Evidence of additional recent and continuing professional development		Y
Knowledge and skills		
Knowledge of Microsoft packages: Word, Excel, Outlook and PowerPoint	Y	
Knowledge of School MIS systems		Y
Working knowledge of a range of administration procedures	Y	
Ability to communicate clearly orally and in writing	Y	
Ability to work collaboratively with others	Y	
Knowledge of relevant codes of practice	Y	
Ability to work on own initiative	Y	
Personal qualities		
Excellent interpersonal skills with the ability to maintain strict confidentiality	Y	
A diplomatic and patient approach	Y	
Track record of being flexible and hard working	Y	
Initiative and ability to prioritise own work and that of others to meet deadlines	Y	
Able to follow direction and work in collaboration with the leadership team	Y	
Able to work flexibly, adopt a hands-on approach and respond to unplanned situations	Y	
Willingness to learn	Y	
Resilience, self-motivation and stamina	Y	
Co-operative spirit / can do attitude	Y	
Patience with children	Y	
Problem-solving, planning and decision-making skills	Y	
The ability to work under pressure and remain organised whilst managing a diverse, demanding workload and meeting strict deadlines	Y	
Ability to establish and maintain appropriate relationships with young people	Y	
Commitment to the highest standards of child protection and safeguarding	Y	
Recognition of the importance of personal responsibility for health and safety	Y	
Commitment to the Trust's ethos, aims and whole community	Y	