



## Job Description

Job Title: Group Administrator/Receptionist

Salary: £23,000 - £26,000 per year based on 40 hours per week 52 weeks per year

Reporting to: Group Business Manager

This role will involve supporting the other Odyssey schools and covering in person at the Wokingham School.

## Job Purpose

To support the leadership teams with the smooth running of the operations for the schools.

To deal with enquiries from external agencies and parents.

To act as an ambassador for the school in promoting the school to the wider community.

To work closely with the Headteachers and the Admissions Manager to support with referrals.

To work closely and support the Group Business Manager with all required admin including HR administration.

When required to manage the front reception desk in Wokingham and to take diverted calls from the London reception, being the first point of contact for visitors and telephone calls.

## Duties and responsibilities

### Specific Responsibilities

#### Enquiries, Communication & Liaison

To act as an ambassador to the school by:

- When in reception, act as the first point of contact for parents, children and other visitors and calls to the school. At all other times take calls directed to the office and direct enquiries appropriately.
- Sort and distribute incoming mail, manage visitors log book, issuing security badges, escorting visitors, stationery orders, manage petty cash, oversee equipment (photocopier maintenance etc), health and safety in the office and where required in the school.
- Work with the Admissions Manager in assisting in arranging and coordinating school visits for parents and students.
- Fulfill reception duties when required.
- Establish good relationships with staff, students and the wider Odyssey family.
- Assist the Admissions Manager to organise and coordinate transition days.
- Maintain the Schools information system with student & family details.
- Cover all reception duties when providing cover in the Wokingham School.
- Monitoring emails and forwarding / answering as appropriate.
- Assist with school journey and visit arrangements, including booking transport and accommodation, ensuring risk assessments have been carried out and appropriate insurance is in place.
- Ensure queries regarding the school via telephone or email are actioned immediately when calls and emails are received.

## General Office Duties



- Assist in maintaining student & staff files and online records.
- Be aware of Odyssey's policies and procedures and follow them at all times.
- Maintain notice boards, sort and distribute mail and parcels.
- Be responsible for the school's management information system (MIS) and play a key role in the school record keeping.
- Liaise with contractors and suppliers.
- Support the SLT in confidential administrative functions.
- Be responsible for the emergency evacuation procedures, including sharing information with visitors and new starters.
- Arrange repairs and servicing of office equipment.
- Ensure good stocks of office and educational stationery, building supplies and cleaning products, reordering when necessary and ensure safe storage of goods.
- Order and provide hospitality services as required.
- Process admission enquiries and paperwork as required for SLT.
- Raise purchase orders where required and log on the purchase order system, forwarding invoices to the finance team for all resources when authorised by the appropriate SLT.
- Check in goods and return any unwanted items.
- To assist in welcoming new students and staff to the school, including providing them with all the information (handbooks and any other relevant documentation).
- To keep personal knowledge current and effective by ensuring CPD is up to date.
- To ensure the working area and other parts of the school are kept legal, tidy, informative and welcoming to visitors at all times.
- To use all school software packages including SharePoint and ISAMS.
- Ensure all visitors have correct documentation and are issued a visitor lanyard before accessing the site and record in the visitors log book.
- Ensure the daily staff attendance log is updated and shared with the Business Director and Group Business Manager.
- Attend staff meetings and staff training days.
- Demonstrate sensitivity, confidentiality and discretion at all times.
- Liaise with the Schools Administrators to share best practice.
- Work with the Support Services team and Group Business Manager to organise events.
- Coordinate and distribute newsletters.
- Support the Media coordinator by ensuring all relevant information for the website is sent through.
- Any other task reasonably requested by the Executive Team.

#### HR Administration

- To support the Group Business Manager in maintaining HR records on HR Pro and in personnel files.
- To prepare confidential letters for staff when required.
- To support in preparing policies and admin.
- To review training files and other personnel documents to ensure they are all up to date.
- To support any additional adhoc duties as required by the Group Business Manager.



Person Specification		
<b>Qualifications and Training</b> <i>Evidenced through: Application</i>	<b>Essential</b>	<b>Desirable</b>
GCSE Grade 4 English and Maths	X	
Further evidence of study		X
<b>Experience</b> <i>Evidenced through: Application</i>	<b>Essential</b>	<b>Desirable</b>
Extensive experience in an administrative environment	X	
Proficient in the use of MS office, especially Word and Excel	X	
Experience of working on a tight deadline	X	
Experience working in a school environment or other educational setting		X
<b>Skills and Knowledge</b> <i>Evidenced through: Application</i>	<b>Essential</b>	<b>Desirable</b>
Excellent interpersonal and communication skills	X	
Ability to relate to people at all levels	X	
High level of confidentiality	X	
Strong organisational and time management skills	X	
Excellent attention to detail	X	
Confidence to speak	X	
Ability to deal with conflicting workloads	X	
Ability to work as part of a team but also independently	X	
Safeguarding of children and young people	X	
Has a high level of initiative	X	
<b>Personal Qualities</b> <i>Evidenced through: Application</i>	<b>Essential</b>	<b>Desirable</b>
Patient and calm	X	
Desire to provide the best possible opportunities for all students	X	
Able to create good relationships with children, staff, parents and external agencies	X	
Self-motivated	X	
Have a professional, helpful and friendly approach in order to ensure a positive image is conveyed	X	
Be committed to OES values and ethos	X	