

Job Description: School Administrator (School Reception)

Scale: 4 (point 7 to 11)

Hours: 2.5 days per week- 20 hours per week

Responsible to: PA to the Principal

Purpose of the role: To provide a full and comprehensive administrative service to the academy

Main Duties and Responsibilities

The post holder should play a full part in the life of the academy community and should display a high level of interpersonal skills, meticulous attention to detail and excellent levels of customer service.

The post holder should contribute to the good order across the academy by responding proactively where there is a cause for concern.

Academy Reception

- Responsibility for ensuring the professional and 'business like' appearance of the school reception including: reception area, reception desk, TV screens, small meeting rooms and bathroom.
- Meet and greet visitors, following visitor safeguarding and signing in procedures
- Manage the school telephone switchboard

Cover and Staff Absence

- To provide support to the cover manager to resolve any cover issues, further to daily cover being assigned.
- Support the cover manager with data entry and admin related to planned cover requests
- Support the cover manager with booking supply teachers.

Academy ICT systems

- Manage parentmail
- Reception emails
- School calendar, staff calendar and school website calendar
- Room booking system
- Push notifications on school app, social media including Facebook and Twitter
- Progresso – pupil MIS system and staff cover

Events

- Manage hospitality and catering requests for meetings and events, in liaison with the PA to the Principal and school caterers, ensuring the hospitality for each event is set up to the agreed academy standards.
- In liaison with the site manager and caterers, ensure staff refreshments stock levels are managed and equipment associated with staff refreshments is kept in good order.

Other

- Coordination and production of staff bulletin

North Cambridge Academy is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment

Person Specification

| Criteria | Essential or Desirable |
|---|------------------------|
| Qualifications | |
| 5 GCSE passes - or equivalent one of which must be English and another of which must be Mathematics | D |
| Evidence of regular, relevant and recent personal development | D |
| Experience | |
| Recent experience of customer interface | E |
| Experience of working in a schools or college environment | D |
| Knowledge, skills and abilities | |
| An ability to understand and use different software such as Word, Email, Publisher | E |
| Ability to empathise with and understand the needs of 11-18 year olds | E |
| The interpersonal skills to communicate effectively and professionally with staff, students, parents, the governing body and others | E |
| Calm and confident when responding to accidents or difficult visitors | E |
| Ability to maintain confidentiality of staff and pupil information | E |
| Personal Qualities | |
| Commitment to providing a professional and caring environment for staff, students, parents, the governing body and others | E |
| Adaptable to changing working patterns and practices | E |
| A presence and strength of character that promotes calm in a busy and demanding environment | E |
| Commitment to working with other staff as part of a team responsible for supporting the process of teaching and learning | E |
| Self motivated and able to work on own initiative | E |
| Ability to work on own for much of the time, but integrate with a wider team | E |
| Personable and well presented | E |
| Desire to learn and take on new challenges | E |
| Flexibility to work outside of normal working hours from time to time | D |