



## **Job Description**

<b>Job Title:</b>	<b>Administrative Assistant / Receptionist</b>
<b>Location:</b>	Apollo Centre, Lyndon Road, Solihull, B92 7QW
<b>Salary Band:</b>	Band B; point 3 – 5, £22,737 - £23,500 pro-rata; Actual Salary: £19,491 to £20,145 per annum.
<b>Contract:</b>	Permanent, Full-time, 37 hours per week, Monday to Friday, Term time only plus Inset days, (39 weeks worked, 44.7 weeks paid).
<b>Line Manager:</b>	Director of Centre

### **Role Purpose:**

- Providing an efficient, professional service to support the Director of Centre and the School in delivering the school's pastoral, student development and progress and teaching & learning objectives in order that pupils and learners attain their potential and achieve their aspirations.
- Be able to work and support all team members to provide a seamless, high quality and efficient administration function to the school stakeholders.
- To provide reception, administrative support to the school.
- Perform any other reasonable duties as requested by the Director of Centre, and any other tasks as required by the Trust within the Trust's group of schools.

### **Main duties and responsibilities:**

#### **Safeguarding**

- Ensure that all visitors, contractors and professional advisors visiting the school are aware of and comply with the school's safeguarding requirements.
- Be part of the school's 'first response' in the event of a member of staff requesting immediate assistance.

#### **Pupil Services**

- Preparing and updating daily transport registers and dealing with any transport issues arising.
- Monitor and review queries relating to the provision of school uniform regularly liaising with the supplier and parents/carers to ensure quality and availability

## **Reception**

- The post holder should ensure the smooth and efficient running of the school's reception desk at all times
- Welcome and sign-in/out all visitors, parents and stakeholders
- Receive incoming phone calls/queries from parents and stakeholders;
- Resolve queries and questions (liaising with relevant members of the school team for assistance as appropriate);
- Receive incoming goods/post and forward these to appropriate team members at school;
- Dealing with ad-hoc queries.

## **General administration**

- Provide administrative support to the SLT staff, to include word-processing, answering routine correspondence, taking notes of meetings, photocopying, filing, and email, maintaining manual and computerised records as requested;
- Assist with pupil welfare matters, including contacting parents and staff and administering first aid;
- Process orders placed for supplies and equipment logging the order on the finance system;
- Ensure the provision of stationery and other supplies for the administration team;
- In conjunction with other members of the School update, and maintain pupil/student records ensuring that the Arbor / Parentpay database is accurate and up to date
- Liaise with the school kitchen regarding the provision of school meals, co-ordinate the daily school meal requirements with the kitchen.
- Oversee distribution of all incoming and outgoing mail.

## **Problems and Decisions**

- The most significant problem is the planning of short-term and long-term workloads to ensure that deadlines are met in an environment of constant interruptions and changing priorities.
- The post holder may sometimes have to deal with difficult/sensitive issues, deciding, as appropriate, to refer to the Director of Centre or other members of the senior team.

## **Health, Safety and Security**

- Co-operate with the employer on all issues to do with Health, Safety & Welfare.
- Support the School's implementation of all other current statutory requirements, e.g. Disability Discrimination Act, Access to Work, Equal Opportunities, Child Protection.

## **Pastoral Care**

- Deal with or report, to the nearest member of the teaching staff, incidents that are seen or reported regarding pupils' welfare.

## **Continuing Professional Development – Personal**

- In conjunction with the Line Manager, take responsibility for personal professional development, keeping up-to-date with research and developments related to school efficiency, which may lead to improvements in the day-to-day running of the school.
- Undertake any necessary professional development as identified in the School Development Plan taking full advantage of any relevant training and development available.

- Maintain a professional portfolio of evidence to support the Appraisal process - evaluating and improving own practice.

This job description will be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks, but sets out the main expectations of the School in relation to the post holder's professional responsibilities and duties.

Elements of this job description and changes to it may be negotiated at the request of either the Principal, Director of Centre or the incumbent of the post.