

**MASCALLS ACADEMY - JOB DESCRIPTION**

Role:	Receptionist / Administrator
Responsible to:	School Manager
Hours:	37 hours per week
Basis:	Term Time plus 5 additional weeks during school holidays

Main purpose of the role

- To provide a first class and welcoming service to all visitors to the academy
- To act as an ambassador for the academy in all matters
- To provide admin support to the School Manager and the whole academy
- To ensure Reception is kept clean, tidy and welcoming at all time

Requirements

- Our receptionists provide an efficient and high calibre service, maintaining the academy's high standards and expectations.
- Reception is an essential part of the support services provided to the academy.
- Our receptionists provide a range of services to all members of staff and the academy and, therefore, work is generated throughout the day; workload will not be evenly spread throughout the year due to the nature of a school environment and you will need to prioritise accordingly.
- Report any students who leave site during the school day to the Attendance Manager, and if necessary calling SWAT for assistance.
- Liaising closely with the Attendance Manager regarding students with permissions to leave site, ensuring the students have signed out.
- Ensuring students who arrive throughout the day are signed in.

Main areas of responsibilities

Ensuring the reception desk is manned at all times when the academy is open:

- meeting and greeting visitors to the academy, ensuring everyone signs in and displays their visitor badge;
- ensuring visitors are made aware of fire procedures;
- answering and logging all incoming calls, forwarding to the correct department, processing messages to staff and students via voicemail, email or in person if necessary;
- receiving deliveries, signing for and logging them before informing the recipient or Site Team and who will arrange onward delivery of larger parcels.

Handling incoming and outgoing post:

- sorting incoming post and distributing to pigeon holes in the staffroom;
- attaching postage to outgoing mail and preparing for collection by Royal Mail;

First Aid:

- administering first aid if you are the closest person on hand;
- calling the emergency services in the event of an accident and liaising with them to relay instructions to the member of staff at the scene.

SWAT:

- at the start of the day, ensuring a new SWAT sheet is ready, the daily SWAT rota is clearly visible;
- monitoring incoming emails for our internal transfer system (SWAT), using the radio to contact the member of staff on duty with clear instructions;
- at the end of the day, scanning the completed SWAT sheet to the Behaviour Manager;

- in case of absence, or in the event of the duty member being unavailable, you will need to be proactive in finding an alternative member of staff to assist.

Maintaining and updating academy social media:

- academy events and achievements to be added to the 'Latest News' section on the academy website;
- all academy letters to parents to be on the website;
- keeping a daily check on the website and removing out of date information;
- ensuring the plasma screen in Reception is kept current and up-to-date, removing old slides and creating new slides for new events;
- ensuring 'Word of the Week' is updated weekly and displayed accurately on the plasma screen display.

Providing assistance in the staffroom when required:

- setting up and serving teas/coffees at break time;
- ensuring the staffroom kitchen is left clean and tidy at the end of break time.

Providing whole school admin support:

- formatting letters and ensuring they are sent out via Parentmail and added to the website;
- assisting as required with general admin tasks, especially at busy times of year (eg admissions).

Maintaining and updating the academy's alumni:

- creating and updating a database of our alumni members;
- assisting the Head of 6th Form with the gathering and storing of material for the academy's alumni.

Assist in general academy activities, procedures and events as required in order to ensure the smooth-running of such activities:

- assist the School Manager in the organisation of the school photos prior to the event, on the day and by distributing the photos as and when they arrive;
- assist the School Manager in the organisation of open events;
- assisting in the fire drill, ensuring the tasks assigned to you are carried out efficiently and effectively.

Notes

The above duties are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment. This job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year and may be subject to modification or amendment at any time after consultation with the holder of the post. The duties may be varied to meet the changing demands of the academy at the reasonable discretion of the Principal. This job description does not form part of the contract of employment. It describes the way the post holder is expected and required to perform and complete the duties as set out in the foregoing.