

Job Description for the Post of: Receptionist & Administrator

Introduction

Job descriptions have been written to help produce an effective school. They are written statements of what the jobs involve, what staff are expected to do and the responsibilities involved in the jobs. They thereby provide a basic framework for the discharging of professional and managerial responsibilities. These basic frameworks provide a means by which job-holders and persons assuming the responsibility for the job-holders can mutually discuss the nature of the job.

Job descriptions also allow others in the school to understand what the jobs entail. They are not meant to be static or exclusive; rather, the nature of a school environment means that flexibility in jobs is desirable and inevitable. It is the spirit in which jobs are performed which is important to an effective school.

Responsible To

To be responsible to the Head through the Human Resources Manager.

Main Purpose of Job

To provide an efficient and accurate reception and administrative support to colleagues, visitors and callers and to work effectively with other administrative staff.

Main Tasks

1. To ensure the safety and wellbeing of all students and to report any safeguarding or child protection concerns through the school's reporting procedures. To contribute to the safety and wellbeing of colleagues.
2. To manage the main reception desk from 09:00-16:30 every day, ensuring all visitors receive an efficient, professional, approachable and welcoming service, and that all visitors are logged in and out in accordance with the visitor's access system and health and safety policy. To oversee the access barriers to the car parks.
3. To be responsible for the provision of administrative and clerical support on a daily basis. This will include providing administrative support to:
 - The Data Manager and Exams Officer, such as data entry, supporting the assessment processes, closing exam rooms and informing staff;
 - Staff, including the production of learning resources, and letters and emails from staff to parents.
4. To maintain the confidential nature of information relating to the school, colleagues, students, parents and carers and to ensure data protection regulations are complied with and maintained, storing necessary correspondence on M-Store.
5. To process incoming telephone messages, ensuring queries are passed onto colleagues promptly, using email where necessary. To promptly receive, respond to or forward general enquiries received via email.
6. To communicate effectively, verbally and in writing, with staff throughout the school, parents, visitors, students, suppliers and third parties, using tact and discretion where necessary.

7. To be aware of the daily calendar of events of the school, eg the cover list/list of absent staff, timetable/room changes and duty rotas so that enquiries and visitors are responded to effectively and without unnecessary delay.
8. To be able to use the appropriate modules of the school's information management system (SIMS) and other software, eg word processing, spreadsheets, database, presentation, desktop publishing and internet and email. To type and word process documents and letters, including the inputting of data and using mail-merge where required.
9. To work flexibly, assisting colleagues during busy periods, and support team members to provide an efficient and effective administrative service.
10. To respond to teaching staff seeking assistance, liaising with the correct member of the Pastoral or Leadership Team as appropriate.
11. To have an understanding of the common practices and systems in use in the main office, visitors' reception, reprographics room and student offices and to work within this general structure.
12. To respond promptly to requests for bookings of meeting rooms, informing staff as appropriate.
13. To produce the Daily Bulletin, incorporating any classroom changes and notices, and Staff Briefing notes if required, putting promptly on SharePoint for general staff access.
14. To sort and distribute incoming post and prepare/log outgoing post for Royal Mail collection.
15. To support a service-oriented 'can-do' approach and a culture of support within the administrative team.
16. This is a term-time only role with the addition of two weeks to be worked in agreement with colleagues during school holidays. This is to support the rota to cover the main reception and undertake general administrative duties during these periods.
17. To provide general administrative support as required, for example addressing envelopes, making up information packs and helping administrative colleagues during busy periods, photocopying and filing as required.
18. To undertake training where necessary.
19. To undertake other duties as required and in line with the grade and responsibilities of the post.

2021-2022