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**Rushcliffe School**

*“Giving everyone the chance to shine brightly”*

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| Job Description  |

**Post: Receptionist / Administrative Assistant**

**Responsible to: PA to the Headteacher**

**Grade: NJC Scale Grade 3(Pt 14 - 18) £17,681 - £18,870 pro-rata (actual salary £15,654- £16,707)**

**Hours: Term Time Plus 2 weeks. 37 Hours a week (Part time may be considered)**

**Update: March 2019**

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| **Job Purpose** |

To provide a friendly, efficient and customer-focussed telephone, reception and administrative service for Rushcliffe School.

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| **Key accountabilities, duties and responsibilities:** |

*The following are the principle duties of the post. They are meant to provide a working framework within which the post holder should exercise initiative and accountability.*

**Reception Duties:**

* Receive and record visitors to school in a friendly, efficient and customer-focussed manner, in accordance with safeguarding procedures
* Issue visitors with visitor badges and upkeep the visitors signing in system
* Advise pupils and other visitors in a variety of circumstances, guiding them to the correct location or advising them who to contact, passing on messages, or contacting the appropriate person
* Answer incoming calls, taking and delivering messages where necessary
* Maintain a safe and attractive reception area, contacting site staff in a timely manner of any deliveries to be removed
* Receive incoming mail and deliveries
* Prepare outgoing mail for collection by Royal Mail each day
* Deliver/collect mail and other items to/from staff pigeonholes
* Collect forms and miscellaneous cash from pupils at set times, which include before school starts, break and lunch times

**Administrative Duties:**

* Provide typing and administrative support to staff, including bulk mailing exercises and data entry
* Provide specific administrative support to the Finance and Data teams and PSU
* Send out all school texts and emails
* Manage the Fingerprint capture system for pupils and staff for the Cashless Catering system
* Assist the PA with administrative tasks
* Providing administrative support for students’ Work Experience placements.
* Make refreshments for the leadership team meetings when required
* Issue bus passes to pupils
* Take minutes at Staff Briefing meetings and circulate information to staff
* Manage the locker allocation system for staff and pupil lockers, including updating the locker data bases, allocating lockers, issuing keys and arranging distribution, collecting and banking of locker deposits and subsequent refunds and dealing with associated queries/enquiries.
* Keep accurate records of Free School Meals on SIMS and manual files and advising appropriate members of staff
* Be responsible for the Staff Information Bulletin and Bus Rotas
* Book and arrange external catering for school events
* Issue mobile phones to staff for use on trips
* Monitor and advise on mini bus bookings and booking of transport for PE, pupil’s and school trips
* Order and control office stationery and equipment (including locker keys), raising purchase orders on Corero in line with SAT Policy.
* This role may involve day to day running of staff absence cover.

**Other:**

* Be part of the school’s First Aid team.
* Be part of the Fire Marshall Team with responsibility for visitors during the fire evacuation process.
* Undertake any other duties, which may be reasonably regarded as within the nature and the responsibilities/grade of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms.

**Safeguarding:**

Rushcliffe School is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and we expect all staff and volunteers to share this commitment.

**Agreed by post holder (print name):** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Signed**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date**:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| **Person Specification** |
|  | **Essential** | **Desirable** |
| **Education and Training** | * Good standards of literacy and numeracy (GCSE / Level 2 or equivalent).
* Willingness to undertake further training e.g. Health and Safety, First Aid courses.
 | * Qualification in Business Administration or similar
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| **Experience** | * Working within a school or office environment.
* Working in a customer facing role
 | * Experience of SIMS (School Information Management System)
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|  **Skills/Aptitudes** | * Ability to produce documents using Microsoft Office packages.
* Good all round communication skills with adults and children and ability to demonstrate tact and sensitivity.
* Ability to identify need for action and act calmly in responding to emergencies and the unexpected.
* Proven ability to prioritise tasks, manage time effectively, work on own initiative and meet deadlines.
* Ability to work as part of a team.
* Ability to maintain confidentiality.
* Excellent telephone manner.
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| **Personal Qualities** | * Calm, caring and supportive approach to children and adults.
* Positive, enthusiastic and energetic personality.
* Have a flexible approach to working hours and content of work.
* Excellent time keeping
* Willingness to accept responsibility.
 | * Willingness to be involved in wider school activities
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