



Receptionist Administrator

Job Title	Receptionist Administrator
Salary	£13,925.25 - £17,406.30 pro rata (£16,000 - £20,000 per annum) depending on qualifications, skills and experience
Reporting to	Office Manager
Location	Stratford, Newham, London
Type of position	Term Time plus 2 weeks
Hours	Normal working hours for this role are 40 hours a week from Monday to Friday. There is a need to be flexible about hours in order to carry out the duties and responsibilities effectively. Flexible Hours requests will be considered.
Child Protection	All members of staff must comply with LAE's Safeguarding & Welfare Policy. If in the course of carrying out the duties of the post the post holder becomes aware of any actual or potential risks to the safety and welfare of our sixthformers, these concerns must be reported immediately in accordance with the policy.

The London Academy of Excellence is committed to the safeguarding and welfare of children and applicants must be willing to undergo child protection screening appropriate to this post, including checks with past employers and the Disclosure and Barring Service.

Job purpose

- To provide a friendly, professional and effective reception service and professional looking reception area
- To provide efficient administrative support for the school, dealing promptly and courteously with visitors, staff and students, and also answer the telephone promptly, recording messages and distribute them to appropriate personnel.
- The post holder will also be involved in the admissions and enrolment process.

Please contact applications@lae.ac.uk if further information is required.

Key Responsibilities and core activities of the role

- Undertake the effective operation of the site reception, so that visitors, staff and students are greeted in a friendly and appropriate manner, securing the highest standards of administration, presentation and public and internal relations in accordance with the aims and aspirations of the academy
- Ensure that the reception and adjacent areas are neat and tidy, free from clutter or hazards and present LAE in a positive, professional light as the first point of contact at all times.
- Ensure that any enquiries made at reception by visitors, parents, staff or students are dealt with promptly and they are directed to the appropriate person/location
- Ensure that any visitors to the site sign in and out and are issued with visitors badges
- Respond to telephone enquiries and ensure that they are directed to the appropriate person/location
- Receive all deliveries made to the main reception, signing receipts where required, directing delivery drivers to the appropriate site location where the items are to be deposited and contacting the caretaking team to collect the items
- Undertake a range of administrative support duties as directed by the Finance and Resources Manager, including the distribution and dispatch of post across the site and to external addresses
- Dealing with administration on registers when required. Preparation of registers for new academic year; sort and check registers at the end of each half term
- Assisting with the maintenance of admission register, MIS information systems and associated lists, when required (usually during summer holiday period).
- Assist with booking meeting rooms and lettings
- To assist with bulk mailing of letters and other publications
- To assist in maintaining various records, lists and databases as appropriate
- Assist with monitoring the general school email, forwarding as required
- Dealing with lost property efficiently and effectively

- To act as one of the emergency first aiders and assist in monitoring and maintaining first aid supplies and the accident reporting process throughout the school as directed by the Finance and Resources Manager or Business Director
- Any other duties in support of the Academy as reasonably decided by The Headmaster/Business Director
- To promote and celebrate the Ethos of the Academy in accordance with its aims and curriculum policies
- fulfilling any other reasonable duties, as requested by the Head Master or the Deputy Head (Academic) and the Business Director.

The above list of job duties is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope and grading of the post. Job descriptions may be reviewed to ensure they are an accurate representation of the post.

Person specification

Essential professional criteria	How these will be confirmed
Be educated to at least to level 2, including grade C or higher in English and Mathematics GCSE or equivalent.	Sight of original exam certificates / academic qualifications will be requested.
Willingness and ability to start at 7:30am	
Excellent computer skills including Microsoft Outlook, Excel and Word.	
Accuracy and Attention to detail.	
Excellent administrative and organisational skills	
Be self-motivated and enthusiastic about working on one's own, but also enjoy working in a team.	
Excellent Interpersonal, Communication and Telephone skills	
First Aid qualification or willingness to obtain qualification in the first two months of employment	
Ability to maintain confidentiality inside and outside the workplace	
Ability to handle and defuse potentially difficult situations	
Able to demonstrate the willingness, commitment and ability to safeguard and promote the welfare of Academy sixthformers	
Excellent timekeeping	
Recent relevant experience of providing administrative and customer service support	
Desirable professional criteria	
A level qualifications of at least three B grade	Sight of original exam certificates / academic qualifications will be requested.
Previous experience of working in a similar post in an educational establishment	Confirmation of former relevant employment will be requested. There will be opportunities at interview to discuss experiences and examples that demonstrate these.