



Job Description and Person Specification	
<b>Post Title</b>	Receptionist and Administration Assistant (2 posts)
<b>Grade</b>	Grade 3 (FTE £15613 - £16491 p/a)
<b>Responsible to</b>	School Business Manager and Principal's PA
<b>Contract Type</b>	Term Time (40 weeks) 39 weeks term and 5 days in Summer holidays
<b>Contracted Working Hours</b>	Shifts – 12.00noon-5.00pm
<b>Contract Term</b>	Permanent
<b>Review</b>	Annually (September)
<b>Disclosure Level</b>	Enhanced
<b>Please note the following</b>	
<ul style="list-style-type: none"> <li>due to the nature of the work, this post is exempt from the Rehabilitation of Offenders Act 1974 and the post holder must have a satisfactory Enhanced Disclosure (via the Disclosure and Barring Service)</li> <li>the duties outlined in this job description may be modified by the Principal, with agreement of the post-holder, to reflect or anticipate changes in the job, commensurate with the salary and job title.</li> </ul>	
<b>Purpose of the Post:</b>	
<ul style="list-style-type: none"> <li>support the promotion of high standards of student learning, attainment, behaviour and progress</li> <li>support and implement all academy policies, consistently upholding our vision and ethos</li> <li>to fulfil appropriate administrative duties in a professional manner and promote the Academy by providing a welcoming and efficient first point of contact</li> <li>to provide administrative support to ensure the smooth running of the Academy</li> </ul>	
<b>Main Duties &amp; Responsibilities</b>	
<ul style="list-style-type: none"> <li>general reception duties; reception desk to be manned at all time, answering the telephone, transferring calls, taking and delivering caller messages and dealing with face to face enquiries</li> <li>be the first point of contact for queries from parents, the public and external agencies</li> <li>ensure the Reception area is kept clean, professional and welcoming</li> <li>provide general clerical/admin. support e.g. typing, photocopying, scanning, filing, faxing, completing standard forms, responding to routine correspondence, sorting and distributing internal and external post including parcels, maintain pigeon holes in-line with changes in staffing</li> <li>be responsible for Reception equipment, franking machine, ID/ badges system, photocopier etc.</li> <li>maintain signing in and out records for staff and visitors; greet people entering school, direct to correct destination and ensure visitors are provided with safeguarding protocols</li> <li>using school procedures; check IDs and record DBS checks for all visitors, ensure they sign in as visitors and issue passes, alert staff to the arrival of a visitor, monitor the collection of the visitor, sign in/out</li> <li>monitor visitor access and maintain, promote and raise awareness of security, H&amp;S and safeguarding</li> <li>control and maintain the inventory relevant to the reception area</li> <li>maintain manual and computerised records/management information systems as required</li> <li>general typing of letters and other documents as required, data entry, word-processing and other IT based tasks and administrative procedures using the school's MIS</li> <li>support the organisation of events, trips and meetings as required</li> <li>record and send communication on behalf of the school i.e. posts letters, send texts</li> <li>update and produce lists/information/data as required e.g. student data/school website</li> <li>provide administrative support to the pastoral team</li> <li>check, maintain and collate pupil reports with guidance from SLT</li> <li>provide exam invigilation and Access Arrangements support as required</li> <li>be willing to train as a first aider and be part of rota system</li> <li>be willing to participate in trips and visits as an associate staff member</li> </ul>	
<b>Corporate Responsibilities include to</b>	
<ul style="list-style-type: none"> <li>assist with pupil needs as appropriate during the school day</li> <li>show support for and uphold our ethos, values and policies</li> <li>promote high standards in attendance, punctuality and appearance</li> <li>support the induction of new staff, students and apprentices</li> </ul>	

- communicate effectively and professionally, both orally and in writing
- actively participate in any appropriate training and staff meetings as required
- reflect on, evaluate and take responsibility for outcomes in order to raise standards further
- make a positive contribution to the wider life and ethos of the school
- ensure the implementation of and compliance with all policies and procedures relating to safeguarding, child protection, prevent, Health and Safety, security, confidentiality and data protection, inclusion, race relations, equal opportunities, seeking advice as necessary
- act with professionalism, integrity and with due regard to matters of a confidential nature at all times
- comply with any reasonable request from a manager or Principal to undertake work of a similar level or commensurate with role and level of responsibility that is not specified in this job description

The Academy will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities or continued employment for any employee who develops a disabling condition.

PERSON SPECIFICATION			
Specification	Essential	Desirable	Assessment
<b>Educational Training Qualifications</b>	<ul style="list-style-type: none"> <li>• 5+ A*-C at GCSE standard including Maths and English</li> <li>• qualified or willing to undertake qualification in office administration/customer care</li> </ul>	<ul style="list-style-type: none"> <li>• NVQ level 3 or equivalent</li> <li>• first aid qualification</li> </ul>	<ul style="list-style-type: none"> <li>• application</li> <li>• interview /test</li> <li>• references</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• experience in a general administration/customer focused environment</li> <li>• excellent written and oral communication skills including note taking with</li> </ul>	<ul style="list-style-type: none"> <li>• experience of reception work in an educational setting; working with pupils</li> </ul>	<ul style="list-style-type: none"> <li>• application</li> <li>• interview /test</li> <li>• references</li> </ul>
<b>Knowledge and understanding</b>	<ul style="list-style-type: none"> <li>• Microsoft Office, Excel, Word</li> </ul>	<ul style="list-style-type: none"> <li>• School Management Information Systems MIS/SIMS</li> </ul>	
<b>Personal Skills and attributes</b>	<ul style="list-style-type: none"> <li>• good administration and organisational skills</li> <li>• able to communicate in a clear and professional manner</li> <li>• ability to work as part of a team</li> <li>• ability to manage and diffuse difficult conversations</li> <li>• ability to use own initiative</li> <li>• excellent interpersonal skills with good spoken and written English</li> <li>• attention to detail</li> </ul>	<ul style="list-style-type: none"> <li>• a willingness on continuous improvement in personal and professional development</li> </ul>	
<b>Behaviour and values</b>	<ul style="list-style-type: none"> <li>• willingness to work flexible hours</li> <li>• caring, calm</li> <li>• Solution focused</li> </ul>		
<b>Additional Req.</b>	<ul style="list-style-type: none"> <li>• DBS</li> </ul>	<ul style="list-style-type: none"> <li>• Full driving license</li> </ul>	

***At Granville we believe in Equal Opportunities and Diversity for ALL and expects all employees and volunteers to share in our vision, ethos and values.***

<b>Verification</b>			
<b>Signed</b>	_____	<b>(Postholder)</b>	<b>Date</b> _____
<b>Signed</b>	_____	<b>(Headteacher)</b>	<b>Date</b> _____