

Job Description

Job Title	Student Services Receptionist
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Accountable To	PA to the Executive Principal and Academy Principals
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Grade	UKAT3
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Purpose:
To provide a welcoming, efficient and effective service to the students of the Academy, dealing with all students in a professional manner. To be responsible for monitoring attendance across the school and systematic use of data to identify target groups.

Key Accountabilities

1. To be responsible for providing an effective and high quality service to all students and maintain the Reception area with an aim of achieving high levels of customer satisfaction. Providing a range of activities including, but not limited to:
 - a. Act as the first point of contact for general student enquiries during the school day, ensuring that all enquiries are dealt with in an efficient and professional manner.
 - b. Record all students signing in late or leaving during the school day.
 - c. Enter and maintain student data on the SIMS database.
 - d. Manage the student lockers including allocation of lockers, requests for spare keys and alerting the Site Team when lockers are in need of repair/maintenance.
 - e. Monitor and administer Free School Meals.
 - f. Responsible for the storing and administering of student medicines in line with Academy policies and individual student's healthcare plans.
 - g. Assist with the co-ordination of student immunisations as required.
 - h. Assist students with their queries such as provision of duplicate timetables, spare locker keys etc.
 - i. Administer first aid to students and staff of the Academy, when required, in line with Academy protocols and statutory training.

2. To be responsible for monitoring school attendance by providing a range of activities including, but not limited to:
 - a. Reviewing attendance entries recorded by staff on MIS system, following up incomplete entries in a timely manner.
 - b. Daily trawl of students' records to amend and update attendance marks.
 - c. Contacting parents/carers to confirm reasons for non-attendance when required.
 - d. Correction of data using information returned by parents. Monitoring of student records to amend and update attendance marks.
 - e. Micro monitor attendance of designated target groups.
 - f. Proactive analysis of absences/lates/general attendance.
 - g. Record and monitor student sickness.

- h. Administration of behavioural issues in collaboration with the Assistant Principal, including letters home, Medway forms and SIMS logs.
 - i. Input and update safeguarding information on SIMS.
 - j. Be the first point of contact for AASSA (Attendance Advisory Service), preparing paperwork and making referrals when required.
 - k. Attend meetings with parents and external agencies as required.
 - l. Liaise regularly with the Assistant Principal with responsibility for attendance.
 - m. Provide administrative support for attendance matters to the Assistant Principal.
3. To provide cover for Reception and the Library where required.
 4. Support the wider Academy Support Staff Administration Team, providing cover, support and assistance when required.
 5. As an employee to comply with the duty, under the Health & Safety at Work Act 1974 and other relevant legislation, to take reasonable care when carrying out work duties and other activities, to avoid injury to oneself or others, and to cooperate with the employer and others in meeting statutory requirements.
 6. To ensure complete commitment and compliance with safeguarding policies and procedures and promote the welfare of children and young people
 7. Undertake any other duty as may reasonably be requested by the Principal or line manager.

Person Specification

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	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Good general level of education including English and Maths to a minimum of GCSE grade C or above (or equivalent) 	
Knowledge & Experience	<ul style="list-style-type: none"> • Experience of reception work • Experience of dealing with members of the public • Using ICT in a business environment • Experience of using telephone switchboard systems • Administrative experience 	<ul style="list-style-type: none"> • School experience • Experience of using school data systems
Skills & Abilities	<ul style="list-style-type: none"> • Well organised • High standard of self presentation • Ability to remain calm, composed and flexible within a busy and demanding environment • Ability to work under pressure with competing demands • Ability to work on own initiative • Excellent communication skills (orally and in writing) • Flexible in approach to work • Ability to prioritise 	

The University of Kent Academies Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Any offer of appointment will be subject to a satisfactory enhanced Disclosure and Barring Service check.