



Raleigh
EDUCATION TRUST

Receptionist Campaign Pack

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POST	RECEPTIONIST
Reports to	Senior Administrator
Salary range	Grade GLPC - C Points 4-5 (£21,659.04 to £22,001.62 per annum)
Contract type	Fixed term, Term time only
Hours per week	Monday to Friday – 8am to 4pm

The role in a nutshell

As a Receptionist you will support the Senior Administrator at the Academy in the areas of finance, HR, payroll, admissions and the school administration office. You will also be the first point of contact for our pupils, colleagues and any visitors including our parents and external stakeholders.

The candidate

The ideal candidate will have:

- experience of working in a school office or similar
- excellent communication skills
- an eye for detail
- a welcoming and professional attitude
- have good literacy / numeracy skills.
- exceptional prioritisation skills

We welcome applications from everyone who believes they meet the expectations of the role regardless of age, gender, ethnicity, sexual orientation, faith, or disability. To ensure that the composition of our colleagues is representative of the communities we serve, applications from groups who are currently under-represented in education including people with disabilities and people from minority ethnic backgrounds are particularly encouraged.

About your benefits

The position attracts an excellent remuneration package including a competitive salary, pension scheme, health assured programme (EAP) and with access to mental health, financial and family support (EAP) and the Cycle Scheme salary sacrifice.

We prioritise your professional growth with annual training and development opportunities, training bursaries are available upon request.

General duties and responsibilities

Key tasks / responsibilities:

School Administration	<ul style="list-style-type: none"> • Administer the reception / switchboard service that is in operation and deal with complex reception matters • Maintain the pupil/academy data both manually and computerised • Provide personal/clerical/administrative and organisational support to colleagues • Sorting and distribution of mail • Taking meeting minutes when required
General	<ul style="list-style-type: none"> • Undertake administration duties of wider school areas of a similar level or commensurate with the role / level of responsibility, for example work experience procedures • Liaison with school health service/pupils/colleagues/parents/external stakeholders in relation to pupil welfare.
Trust responsibilities	<ul style="list-style-type: none"> • Support and uphold the Trust's ethos, values, policies and procedures. • Apply and adhere to the Trust's Code of Conduct • Act with professionalism and integrity at all times, promoting the Trust's values. • Comply with any reasonable request from the Principal to undertake work of a similar level or commensurate with the role / level of responsibility. • Comply with Data Protection legislation and follow the principles of GDPR. • Promote a commitment to equal opportunities and anti-discriminatory practice adhering to the Trust's and Academies EDI policies. • Promote a work environment that protects people's health and safety and welfare in accordance with the Trust's Health and Safety Policy. • This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer. The responsibility level of any other duties should not exceed those outlined above.

Person specification

You should be able to demonstrate that you meet the following criteria	Measured by A - Application form B - Assessment task C - Interview D - References	
Education and Qualifications	Required	Assessment
Educated to grade 4 or above at GCSE level in English and Maths	Essential	A
Working towards or achieved an Administrative or Business qualification	Desirable	A
Evidence of accredited professional development within a field relevant to the post	Desirable	A
Experience and knowledge		
Administrative and organisational skills, with the ability to prioritise workload, multi-task and meet deadlines under pressure	Essential	A C
Competent literacy skills and competent with a wide-range of business administrative software packages	Essential	A C
Ability to communicate at all levels, both written and verbal	Essential	A C
Ability to work independently and act on initiative, identifying problems and providing solutions	Essential	A B
Attention to detail	Essential	A B
Ability to build and maintain effective relationships whilst showing tact, diplomacy, empathy, and professionalism always	Essential	A C D
Strong time management skills	Essential	B C D
Experience of maintaining and operating specialist ICT packages including databases and financial systems	Essential	A
Experience of managing resources including ordering, receipting, cataloguing and coordination of maintenance of equipment	Essential	A
Experience of working as an administrator in a busy, fast paced environment	Essential	A D
Experience of working in an educational environment	Desirable	A D
Experience of handling and processing confidential information	Essential	A C D
Personal Characteristics		
A genuine commitment to safeguarding children and young people	Essential	A B C D
Willingness to work flexibly and respond to changing priorities	Essential	B C D

Welcoming, professional, and calm manner	Essential	B C D
Hard working, with a desire to deliver high standards	Essential	C D
Work Related Circumstances		
Comply with procedures relating to child protection, health, safety and security, confidentiality, and data protection, reporting all concerns to an appropriate person	Essential	A B C D
Be aware of and support differences and ensure equal opportunities for all	Essential	A B C D
Contribute to the overall ethos/work/aims of the academy	Essential	A B C D
Establish constructive relationships and communicate with other agencies/professionals	Essential	A B C D
Appreciate and support the role of other professionals	Essential	A B C D
Attend and participate in relevant meetings as appropriate.	Essential	A B C D
Participate in training and other learning activities and performance development as required	Essential	A B C D

All colleagues are expected to maintain high standards of professionalism in the context of the Trust's Core Values, to uphold the Equality and Diversity Policy and health and safety standards and to participate in training activities necessary for their post.

This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer. The responsibility level of any other duties should not exceed those outlined above.

About the application process

If you meet the criteria and you are enthusiastic about the role, we would welcome your application.

To complete the application process, you will need to complete the application form and associated documents through the portal which can be found at: <https://raleigheducationtrust.face-ed.co.uk/vacancies>

Only candidates requested for an interview will be contacted. If you are not invited, we thank you for your interest in this exciting post with the Trust.

Raleigh Education Trust is obliged by law to operate a checking procedure for employees who have substantial access to children and young people. It is an offence to apply for a position within a school or trust if you are barred from engaging in regulated activity relevant to children.