



Star

STAR ACADEMIES

Nurturing Today's Young People, Inspiring Tomorrow's Leaders

JOB DESCRIPTION

Job Title:	Receptionist and Administration Assistant		
Base:	Star Central, Blackburn		
Reports to:	Business Manager	Grade:	S3 (SCP 5-6)
Staff Responsibility for:	-	Salary:	£18,795 to £19,171
Additional:	-	Term:	Permanent Full Time Full Year

JOB PURPOSE

To create outstanding organisations that promote education excellence, character development and service to communities.

JOB SUMMARY

1. To be the initial point of contact for the Trust for telephone enquiries and visitors to the office.
2. To support the maintenance of key business support systems to ensure the professional operation of Star Central.
3. To provide support in some areas of Estates systems and processes for Star Central.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

1 Business Support

- 1.1 Provide a professional telephone enquiry response for internal and external calls.
- 1.2 Provide professional greeting of visitors and liaison with Star Central staff with whom they are visiting.
- 1.3 Undertake word processing and other ICT based tasks including the production of letters, reports, schedules, etc.
- 1.4 Provide administrative support as required by Star Central.
- 1.5 Provide meeting support as required by Star Central.
- 1.6 Provide business administrative support as identified by the Business Manager.
- 1.7 Undertake train bookings and hotel bookings for Star Central staff.
- 1.8 Manage shared mailbox(es) for Star Central.
- 1.9 Undertake courier service bookings.

- 1.10 Manage incoming and outgoing mail.

2 Estates

- 2.1 Undertake the duties of Deputy Fire Marshal.
- 2.2 Undertake the duties of First Aider.
- 2.3 Manage email account for Star Central meeting rooms.
- 2.4 Manage all room booking requirements for Star Central Team, including ICT, refreshments, resources and room layout as required.

3 Human Resources

- 3.1 Provide admin support to Star Central Hiring Managers for the recruitment process.
- 3.2 Undertake the advertisement of approved vacancies in liaison with Central HR where appropriate.
- 3.3 Provide administrative support to the shortlisting process where appropriate.

4 Data Management/IT

- 4.1 Create and maintain databases, ensuring security, integrity, and confidentiality of Trust data.
- 4.2 Support the organisation, retention, protection, retrieval, transfer and disposal of Star Central records.
- 4.3 Troubleshoot computer and systems problems, liaising with IT support as required.

5 Other responsibilities

- 5.1 Promote the Trust's vision of 'nurturing today's young people, inspiring tomorrow's leaders'.
- 5.2 Champion the Trust's values of 'Service', 'Teamwork', 'Ambition' and 'Respect'.
- 5.3 Contribute to the wider life of the Trust and the Star community.
- 5.4 Carry out any such duties as may be reasonably required by the Trust.

6 Records management

- 6.1 All staff who create, receive, and use records in the course of their job are responsible for ensuring that records are managed appropriately. It is therefore likely that this post-holder will have responsibility for record-keeping as part of the role. Employees are required to be conversant with the Trust's policies and procedures on records management.

This appointment is with Star Academies. The job description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only and may be reviewed in negotiation with the employee in the future. The appointment is subject to the terms and conditions outlined in the 'Star Academies Contract'.



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PERSON SPECIFICATION

			Assessed by:	
No	CATEGORIES	Essential/ Desirable	App Form	Interview/ Task
QUALIFICATIONS				
1.	5 GCSEs (incl. Maths and English Grade C or above).	E	✓	
2.	A Level/NVQ Level 3 (or equivalent)	D	✓	
3.	Evidence of continued professional development.	D	✓	
EXPERIENCE				
4.	Experience of working in an administrative setting.	E	✓	✓
ABILITIES, SKILLS AND KNOWLEDGE				
5.	Proficient in editing documents with the ability to correct spelling, punctuation and grammatical errors and ensure good formatting and presentation.	E	✓	✓
6.	Ability to prioritise, work efficiently and accurately, particularly under pressure and to deadlines.	E	✓	✓
7.	Ability to take a problem solving approach to tasks, and develop well thought through, valid solutions.	E	✓	✓
8.	Excellent knowledge of specialist equipment/resources such as photocopiers, skype facilities, presentation equipment.	E	✓	✓
9.	Excellent IT skills including the ability to problem solve.	E	✓	✓
10.	Ability to address sensitive matters with a caring manner and maintaining confidentiality at all times.	E	✓	✓
11.	Ability to maintain positive relationships with staff and external stakeholders.	E	✓	✓
12.	Strong verbal and written communication skills.	E	✓	✓

			Assessed by:	
No	CATEGORIES	Essential/ Desirable	App Form	Interview/ Task
13.	Strong teamworking skills.	E	✓	✓
14.	Willingness to keep up to date on relevant policy and procedures in line with the duties identified in the job description and any other educational/academies' developments.	E	✓	✓
PERSONAL QUALITIES				
15.	A passionate belief in the Trust's vision of 'nurturing today's young people, inspiring tomorrow's leaders'.	E	✓	✓
16.	A strong commitment to the Trust value of 'Service'.	E	✓	✓
17.	A strong commitment to the Trust value of 'Teamwork'.	E	✓	✓
18.	A strong commitment to the Trust value of 'Ambition'.	E	✓	✓
19.	A strong commitment to the Trust value of 'Respect'.	E	✓	✓
20.	Commitment to support Star Academies' agenda for safeguarding and equality and diversity.	E	✓	✓
21.	Sympathetic to and supportive of the Mixed Multi-Academy Trust Model and ethos of the Establishment.	E	✓	✓