

## Receptionist / Administrator Job Description & Person Specification

<b>Contract Type:</b>	<b>Permanent. Term Time Only.</b>
<b>Hours:</b>	<b>37 hours per week / 40 weeks</b>
<b>Salary:</b>	<b>Pay Scale Range 2, £23,893 – 25,979 FTE</b>  <b>Term time working 37 hours and 40 weeks to include 1 week in the Summer actual is between £21,033.54 – 22,869.89</b>
<b>DBS Disclosure Level:</b>	<b>Enhanced</b>
<b>Reports To:</b>	<b>Office Manager</b>
<b>Role Purpose:</b>	<p>As Receptionist / Administrator the post holder will help support the day-to-day running of the main office with a core focus of greeting visitors and callers. Often the first point of contact for a diverse community of pupils, parents, staff, and visitors, the Receptionist will be an outstanding ambassador for both the school and the company, demonstrating exceptional people skills, a commitment to providing a high level of customer service.</p> <p>As a key member of the shared services and wider administration team, during quieter periods within the reception area you will undertake general administrative duties as directed by the Office Manager, this will include supporting school and company-wide needs.</p>
<b>Key Responsibilities:</b>	<p><b>Reception</b></p> <ul style="list-style-type: none"> <li>• General reception duties include receiving telephone calls, dealing with enquiries, taking messages, welcoming pupils / visitors / parents, and ensuring messages are passed to staff in a timely manner.</li> <li>• To ensure the Reception area is covered at all times.</li> <li>• Work with the Office Manager in monitoring the late arrival of pupils and contact parents/carers to identify reasons for non-attendance, ensuring all safeguarding procedures are followed. Ensure that all attendance records are updated and accurate in line with the schools legal obligations.</li> <li>• Be responsible for ensuring that appropriate signing in and safeguarding procedures are followed for visitors, contractors any 3<sup>rd</sup> party staff. Escalating to the appropriate person if checks are not in place.</li> <li>• Support with InVentry Administration, including daily data relating to pupil attendance linked to Arbor.</li> <li>• Support the Office Manager in facilitating visitors and booking meeting spaces where relevant, liaising with the estates team for support.</li> <li>• To liaise with the estates team to ensure prompt movement of deliveries around the site, and the correct supervision of contractors.</li> <li>• To receive incoming post and deliveries and deal with outgoing mail.</li> </ul>

- Support diary bookings for the Company/School cars and maintain staff car registration records.
- Ensure the tidiness and general appearance of the immediate working environment and reception areas.
- Hospitality - preparing refreshments for meetings, events, and visitors as and when required.

#### **Arbor Administration**

- Support the Office Manager to maintain the computerised school attendance registers and to extract analysis reports.
- To work with the Office Manager in being responsible for all aspects of the operation of the Schools Information Management System for the storage, production of information, statistics and reports associated with detailed pupil records. Be a 'superuser' of this system and support staff, parents, carers, and pupils. This includes supporting with the completion of the spring and summer census.
- Ensuring accurate records are maintained for pupils on the roll - supporting regular audits.
- Help maintain records and improve the use of the MIS, including accuracy of information held.
- System administration which includes activities such as setting up new staff users.
- Under the direction of the Office Manager to create and produce custom reports, and mail merges.
- Responding to queries relating to the MIS system and user access.
- To administer different aspects of the needs of the school through Arbor.

#### **General Office Administration**

- To help manage the office@ generic email accounts and respond appropriately to all requests.
- Carry out filing, printing, scanning, archiving, and photocopying, which includes reprographic support for the wider school.
- To be responsible for the inventory of staff and pupil uniforms, and in liaison with the Office Manager and Finance Office to manage a robust system for stationery requisition throughout the Company.
- Assist the Office Manager with organising parents' evenings and other meetings and events, including the organisation of rooms and equipment.
- As part of a team to help with arrangements for setting up meetings and any events in relation to the space and resources.
- Contribute to the continuous improvement, review and development of the main office processes and systems.

	<ul style="list-style-type: none"> <li>• The Receptionist / Administrator will work collaboratively with the Office Manager to co-ordinate and execute School bespoke transport requirements.</li> <li>• Assist with administrative and booking work related to school trips and external visits.</li> <li>• Raising Purchase Orders when required.</li> <li>• Work with the Office Manager to create a procedural manual in relation to all processes and checks within the main office, ensuring it is regularly updated with any changes.</li> <li>• Ordering departmental resources and ensuring that the central source for milk, tea, coffee, and sugar for all staff is regularly replenished.</li> <li>• Regular pupil and staff uniform stock takes.</li> <li>• Provide general administration support relating to compliance, contractors, risk assessments and purchasing, and a centralised diary management support for the Facilities Manager.</li> <li>• Provide general administrative support to the teachers and leadership team when required, such as scheduling meetings, managing calendars, preparing documents, and other ad hoc tasks as needed.</li> <li>• To contribute to whole Dorset Centre of Excellence or School events (for example Open Days) as and when required.</li> <li>• Support fire evacuation procedures and be a Fire Marshall.</li> <li>• To attend weekly staff briefings when required, and a whole staff meeting once a term.</li> <li>• Actively participate in learning and development to keep knowledge up to date and to develop and learn new skills.</li> <li>• You will be a key member of the shared services team responsible for ensuring there is efficient, effective organisation and administration of company business processes, procedures, and policies.</li> <li>• Undertake any other duties commensurate with the post, as required to ensure the efficient and effective running of the school and company.</li> <li>• Perform all duties in a professional and confidential manner and in accordance with the employment manual, company policies and procedures.</li> </ul>
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**This job description is current at the date of publication but will be reviewed on an annual basis and, following consultation with you, may be changed to reflect or anticipate changes in the job requirements which are commensurate with the job title and grade.**

## PERSON SPECIFICATION – Receptionist / Administrator

Criteria	Qualities	Essential/Desirable
Qualifications & Experience	<ol style="list-style-type: none"> <li>1. Substantial receptionist and administration experience that requires excellent communication skills and attention to detail.</li> <li>2. Experience of working in a school environment.</li> <li>3. Experience of using school based computerised systems (eg; Arbor, SIMS, other databases).</li> <li>4. Dealing with confidential matters.</li> <li>5. GCSE English &amp; Maths grades C or above.</li> <li>6. Evidence of ongoing personal professional development.</li> </ol>	<p>E</p> <p>D</p> <p>D</p> <p>E</p> <p>E</p> <p>D</p>
Skills & Knowledge	<ol style="list-style-type: none"> <li>1. Exceptional customer service skills.</li> <li>2. Have a high degree of accuracy and attention to detail.</li> <li>3. Excellent IT skills including MS 365, Teams, excel, word and other relevant technology.</li> <li>4. The ability to communicate clearly and concisely both orally and in writing (high standard of verbal and written communication skills).</li> <li>5. The ability to prioritise own workload and meet deadlines, with planning skills to balance conflicting demands.</li> <li>6. Confident and capable to work both independently and as part of a team, working collaboratively and supportively within the organisation.</li> <li>7. Willingness to work flexibly in response to the needs of the company.</li> </ol>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
Personal Attributes	<ol style="list-style-type: none"> <li>1. Compassionate and honest.</li> <li>2. A person with integrity and a strong moral compass.</li> <li>3. Calmness under pressure.</li> <li>4. Open minded and willing to take a fluid and creative approach to our growing company and school.</li> <li>5. Someone with enthusiasm, initiative and good humour.</li> <li>6. Promoting the ethos and values of the company to all stakeholders.</li> </ol>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>

	7. Commitment to maintaining confidentiality.	E
	8. Commitment to safeguarding and equality.	E
	9. Pro-active, resilient, and positive with an open mind to change.	E
	10. Ability to relate well to children with SEND, and a clear appreciation of our main purpose to serve the needs of all young people.	E
	11. Respect and value the different experiences, ideas and backgrounds others can bring to work and to teams.	E