**Part Time Receptionist and Administration Assistant**

**Person Specification**



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| **Post** | Receptionist and Administration Assistant |
| **Grade** | Scale 3 |
| **Responsible to** | Senior Receptionist / Office Manager |
| **Responsible for** | Reception services and administrative support |
| **Working hours** | 22.5 hours per week |
| **Working Weeks** | 41 weeks per annum, TTO + 3 weeks |

Everyone at Plumstead Manor works to fulfil our **School Plan.** All support staff contracts are subject to the terms and conditions as set out in the latest **NJC Pay and Conditions (Green Book)**

**Purpose:**

1. Contribute to the development and provision of the highest quality of education at Plumstead Manor School.
2. To be responsible to the Senior Receptionist for the provision of a high quality and secure Reception Service for the Main and Post 16 Receptions.
3. To undertake administration duties to support the needs of the school.

Members of our support and admin staff are expected to:

* Uphold the school vision and plan.
* Demonstrate their commitment to equality and justice, success and harmony.
* Actively support and support the highest standards and expectations for students across the school.
* Work collaboratively with other colleagues to ensure and realise the school vision and to meet the needs of individual students.
* Support the school’s stance on equality and the provision of excellence for all our students in a successful and harmonious community.

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| **Raising Aspirations, Securing Success** |

1. Provide administrative support to staff across the school including Reception service, ensuring that a good impression of the school is upheld at all times.
2. To ensure that when on reception, students do not leave the school, other than at the relevant times and in accordance with school policy.
3. Provision of word processing, including letters, reports, references and correspondence.
4. To undertake administrative duties, commensurate with the level of responsibility of the postholder, under the direction of the Senior Receptionist, Office Manager or Operations Director.

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| **Challenge and Creativity** |

1. To assist with the preparation of reception for whole school events and open days.
2. To manage meeting room bookings.
3. Respond to the changing needs of the admin service in line with new technology and innovations including use of MIS systems to communicate with the school community.
4. Assist with the incoming email to the ‘info@plumsteadmanor’ and ‘sixthform.info@plumsteadmanor.com’ addresses and forward on to appropriate person.
5. Assist with the incoming phone calls to the school as required.

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| **Cultivating Harmony and Respect** |

1. To act as gate keeper to the school, ensuring that visitors and contractors to the school do not gain access to the school unless accompanied and are recorded in the school’s visitors book system.
2. Deal sensitively with enquiries from a wide range of people, including staff, parents and pupils, by telephone, letter, email and in person; in dealing with members of the school community to be mindful of confidentiality and the school’s and the school’s Equal Opportunities policies.
3. Discharging the duties of the post with due regard to the provisions of the Health and Safety at Work legislation to ensure a safe working environment is maintained.
4. Carry out First Aid with the appropriate training.
5. Ensure the guidance of Children Act are fulfilled including any supplementary Safeguarding and Child Protection guidance in line with school policies and procedures, including the PREVENT duty.
6. Ensure the reception and waiting areas are clean and tidy, and any literature and display posters, etc are kept up to date.
7. To work in partnership with the Facilities Team ensuring deliveries to site are appropriately signed for to enable safe storage or immediate delivery to recipients.
8. Complete any additional responsibilities commensurate with the level of this job description, as required by the Head Teacher, Operations Director or Office Manager.

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**Person Specification**



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| **Person Specification** |

All support staff at Plumstead Manor are bound by the School Vision and Plan, and the shared expectations in the job description. This person specification shows what we require in order to be shortlisted for a post here. It shows the qualifications, experience, knowledge, understanding, qualities and attributes needed in order to carry out the duties in the job description. Candidates must provide evidence in the application form and supporting statement and at interview that they meet these requirements.

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| **Post** | Receptionist |
| **Grade** | Scale 3 |
| **Responsible to** | Senior Receptionist / Office Manager |
| **Responsible for** | Reception Services to Main and P16 Receptions |
| **Working hours** | 22.5 hours per week |
| **Working Weeks** | 41 weeks per annum, TTO + 3 weeks |

**Selection Criteria**

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| **Training Qualifications and Experience** | Candidates must demonstrate that they have:   * Grade ‘C’ GCSE in English and Maths or equivalent appropriate typing, academic and vocational qualifications * Experience of reception work would be an advantage. * Ability to communicate clearly orally and in writing and are able to write appropriate reports, letters and correspondence. * Experience in dealing with the public in a ‘customer service’ environment to be able to maintain a positive and responsive service. * an understanding of the statutory and other requirements involved in school administration. * a minimum of three years successful experience in and administrative role. |
| **Personal, Professional Qualities and Attributes** | Candidates should demonstrate that they   * can support the Head Teacher in fulfilling the School Vision and Plan. * can communicate effectively, both oral and written to respond with sound judgment and sensitivity to enquiries, complaints and requests from a variety of sources. * ability to liaise effectively with parents, carers, students, staff and other external agencies and suppliers. * have the ability to work in partnership and collaboratively with other members of a team. * through personal commitment, contribute to maintaining and developing our ethos based around excellence, justice, success and harmony. * seek and act on feedback from others. * have resilience and tenacity, combined with a high level of integrity. * understand what needs to be done, do it right, and on time. |
| **Professional Knowledge and Understanding** | Candidates should demonstrate that they have   * Ability to establish and maintain effective working relationships at all levels (Students, staff, parents, visitors, officers and contractors on site) * Knowledge and understanding of the school’s Safeguarding policy and practice. * An understanding of and commitment to the School’s Equal Opportunities Policy and ability and willingness to promote equality of opportunity through the duties of the post. * a good working knowledge of word processing, spreadsheet and database systems * proficiency in the use of computerised management information systems. * Qualified First Aider or ability and willingness to train |

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