

JOB DESCRIPTION

POST TITLE: Receptionist / Administrator

GRADE: Grade 5

RESPONSIBLE TO: Office Manager

JOB PURPOSE

The role objective is to deliver a positive and distinctive customer experience and provide a welcoming and professional image of the Trust to every student, parent, visitor or member of staff. The role is customer facing and will provide a first impression; therefore, it is critical for the role to be focused on customer service, ensuring an efficient service is always provided. The role will require the candidate to be able to communicate clearly and effectively, creating positive relationships with all stakeholders and building a positive rapport

GENERAL RESPONSIBILITIES

1. Support the overall Christian ethos of the Trust.
2. Be aware of and comply with Trust policies and procedures including but not exhaustive of:
 - Acceptable Use of IT Policy
 - Code of Conduct
 - Data Protection & Freedom of Information Policy
 - Extremism & Radicalisation Policy
 - Health, Safety and Security Policy & Guidance
 - Keeping Children Safe in Education (Part 1) Guidance
 - Safeguarding Policy and Training Slides
 - Whistleblowing Policy
 - IT Pack including Acceptable Use Statement
 - Health, Wellbeing and Benefits Policy
 - Finance Policy
3. Be aware of and support difference and ensure equal opportunities for all.
4. Contribute to the overall aims of the Trust and Academy Improvement Plans
5. To develop and implement own professional development and skills
6. To behave in a manner that is professional, friendly, fair with students and colleagues demonstrating and role modelling politeness and respectfulness
7. To demonstrate an excellent record of attendance and punctuality.
8. Work cooperatively as part of the Trust wide staff team
9. Undertaking any other duties which may reasonably be regarded as within the nature of the duties and responsibilities/grade of the post as defined.

SPECIFIC RESPONSIBILITIES

- Provide an effective and efficient reception service to the Academy, acting as a first point of contact, welcoming visitors, staff, and students in a courteous, prompt, and professional manner
- Ensure the safety and security of the Academy, by managing the entry into the premises is appropriately controlled at all times
- Ensure that all visitors are signed in, checking identification and relevant information, issuing visitor badges and ensuring that the signing in and out process is followed.
- Respond and refer incoming communications, ensuring that messages are accurately relayed in a timely manner and referred appropriately
- Be responsible for maintaining and developing the reception area, ensuring it is well presented, to promote the activities and ethos of the Academy
- Maintain an environment which makes students / staff / visitors feel safe and enables them to report any concerns or complaints.

- Assist in maintaining the student record management, ensuring contents & databases are up-to-date and relevant.
- Assist with student welfare duties, liaising with parents / carers and staff, dealing with complex student matters and exploring where necessary to resolve any queries from student and or parents
- Work effectively as part of the core administration team providing support for a wide range of administration tasks as directed.
- Supporting with the debt management of staff / student lunch accounts.
- Manage lost property and confiscated items ensuring the correct procedure is followed to return items.
- Administrating student medication with oversight of the medicines stored within the office.
- Assisting with the uptake of free school meals by promoting and supporting families, maintaining databases and communicating changes where necessary.
- Manage all incoming and outgoing post and deliveries according to Academy procedures.
- Provide general administrative support e.g. photocopying, filing, compiling responses and respond to routine correspondence, with a good understanding of Microsoft 365.
- Provide first aid assistance to staff, students and visitors as and when necessary.
- The specific responsibilities are not exhaustive and are subject to change. Alternative duties commensurate with the level of the post may be allocated according to need.

STAFF CONDUCT

- All employees are expected to familiarise themselves and follow the Trust vision and ethos during their working lives with Archway Learning Trust.
- We are professional people and expect professional conduct (behaviour and language) based on mutual respect, good manners, politeness and common courtesies for all members of our community. We expect that at all times employees behave in a manner that role models positive behaviours for our students to follow.
- Physical violence, verbal abuse and swearing are unacceptable and not tolerated.
- Employees are expected to maintain a professional relationship with students.
- Staff will be fully supported by the Trust at all times in carrying out the behaviour policy.

DRESS CODE

- The Trust expect staff to wear professional business dress mirroring our high expectations of our student dress code.
- Some functions within the Trust are required to wear uniform that will be supplied by the Trust.
- When working in the kitchens or any food outlet at the Trust, staff are expected to wear full protective clothing at all times.

JOB SPECIFICATION – Receptionist / Administrator		
	Essential	Desirable
Education and Training		
Minimum of Maths and English GCSE at Grade 4 or equivalent	✓	
Take responsibility for own professional development and be willing to partake in further in-service or external staff development and training.	✓	
Possess or must be willing to train for the First Aid at Work or Emergency First Aid at Work qualification approved by the HSE as requested.	✓	
Knowledge and Experience		
Effective team member, proactive, using initiative, and being flexible at work	✓	
Experience of dealing effectively and conversing in a professional, friendly manner	✓	
Strong communication skills, both written and verbal to enable and promote effective relationships	✓	
Excellent customer service, negotiation and diplomacy skills.	✓	
Calm, patient and approachable in all situations with a strong customer care focus	✓	
Excellent telephone manner	✓	
Experience of Microsoft 365, specifically, Word, Excel, PowerPoint and Outlook	✓	
Professional Skills		
Good attention to detail	✓	
Ability to complete work to a high standard, with accuracy	✓	
Ability to assess priorities, make decisions, influence and problem solve	✓	
Maintain a professional image and be able to always respect confidentiality	✓	
Empathetic and able to work effectively with diverse teams	✓	
Ability to build effective working relationships with colleagues, students, and external stakeholders.	✓	
Personal Qualities		
Willingness to learn and develop own skills and experience	✓	
Initiative, enthusiasm, resilience and commitment	✓	
Good time management skills	✓	
A willingness to work flexibly and change working practices in response to the changing needs of the Trust	✓	
Suitability to work with children		
Archway Learning Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All staff and volunteers are therefore expected to behave in such a way that supports this commitment	✓	
Awareness of safeguarding requirements and good practice within an educational setting	✓	

