

JOB DESCRIPTION – ADMINISTRATION ASSISTANT AND RECEPTIONIST

Post: Administrative Assistant & Receptionist

Salary Scale: Scale 4 (Spine Point Range 12-15)

Hours: 21hpw – All Year Round

Hours of work: 8.30am to 4.30pm

Contract Type: Permanent

Section A: Job Purpose - Support the Reception Manager in the provision of a comprehensive reception and administration service.

Section B: Accountable to: Reception Manager

Section C: Key Accountabilities and Tasks

Accountabilities	Tasks
Provision of reception service for the school community and visitors	<ul style="list-style-type: none"> • Receive visitors/callers to the school in a friendly, professional and welcoming manner. Provide high quality customer care and assistance and show sensitivity when required • Deal effectively and efficiently with telephone enquiries, routing calls and taking messages in accordance with school procedures • Ensure security, safeguarding and health & safety requirements are followed and the Reception area is welcoming, tidy and safe. • Support with emergency evacuation procedures by ensuring that all visitors and staff are accounted for • Provide appropriate handover information to ensure smooth running of the service • Carry out First Aid duties and undertake training as required
Provision of school administration service	<ul style="list-style-type: none"> • Follow standard operating procedures to ensure the smooth-running of school administration processes • Undertake all tasks involved in the management of post, mail and parcels. Including the safe receipt of deliveries/good, timely distribution, actioning special delivery arrangements and operation of the franking machine

	<ul style="list-style-type: none"> • Undertake reprographic duties when required • Maintain school filing systems and databases and assist with creating new student files and archiving activities • Support visitors, staff and students in the use of the school's signing in system (Inventry). • Support with meeting arrangements and oversee use of the meeting rooms and other specialist rooms – to include administration of the Room Booking System, arranging facilities and refreshments, greeting and escorting visitors and liaising with staff and external agencies as required • Provide advice to parents in relation to the Free School Meals application process and assist with resolving related issues • Arrange ad hoc transport for students and staff and as required for school activities and events • Assist in the operation of school events and the production of related materials. This may require some evening and/or weekend working, for which time off in lieu (TOIL) will be given • Provide full clerical and administrative support to senior and middle leaders as required • Support with producing and maintaining high quality displays of work and signage in the school buildings • work co-operatively and support the school's Professional Review procedures and commit to your own continued professional development • Undertake such training as is necessary to operate the academy systems effectively and ensure that academy procedures are adhered to • Undertake any other duties within the scope and purpose of this post as directed by the line manager.
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PERSON SPECIFICATION – ADMINISTRATION ASSISTANT & RECEPTIONIST

QUALIFICATIONS

1. Good standard of general education including GCSE English and Maths at grade C (Level 4) or above or equivalent

EXPERIENCE

1. Previous experience in an administrative role, in an office environment.

ABILITIES / SKILLS

1. Excellent interpersonal skills and ability to communicate effectively both orally and in writing, including dealing with people at all levels.
2. The ability to converse at ease with members of the public and provide advice and information in accurate spoken English is essential for the post.
3. Ability to establish and maintain effective working relationships at all levels whilst demonstrating a flexible approach.
4. Good IT skills including word-processing, spreadsheets, databases, electronic diary and mail.
5. Ability to maintain accurate records and filing systems, with a good eye for detail.
6. Ability to work under pressure and ensure that deadlines are met.
7. Ability to prioritise and organise own workload.
8. Ability to work on own initiative.
9. Ability to maintain confidentiality and show sensitivity where required.
10. Awareness of responsibilities in the area of Health & Safety and Safeguarding, and have the ability to undertake training and take on First Aid responsibilities.

BEHAVIOURS

1. Proven competence in the following areas:
 - a. Working independently as part of a team
 - b. Working in a positive and energising manner
 - c. Showing grace under pressure / leading and managing change
 - d. Problem solving
 - e. Achieving successful outcomes
2. A good health, punctuality and attendance record.

COMMITMENTS

1. Proven commitment to ensuring that the principles and policies of equal opportunities deliver excellent outcomes for all members of the school community.
2. Commitment to the community ethos of the school.
3. Commitment to your own continuing professional development.