

**Post:** Receptionist / Administrator

**Scale:** Grade 4

**Hours:** up to 37 hrs per week

**Working Weeks:** 38.2

**Reports to:** PA to Principal

### **Main Job Purpose**

To provide reception/telephone services within the school; to ensure all visitors and/or telephone callers to the school are received in an efficient and effective manner.

Enquiries from students and clerical duties in support of the school office services form a significant and flexible element of the job, including undertaking manual and computer data entry/extraction and other clerical duties.

To provide efficient administrative support, to ensure compliance with LA and the School administrative and reporting requirements, including undertaking manual and computer data entry/extraction and other administrative duties.

School First Aider

### **Main responsibilities and duties**

1. To receive telephone calls, deal with enquiries direct or redirect to the appropriate member of the school's staff, taking messages and arranging appointments and ensuring messages are passed to staff in a timely manner.
2. To take action to attend to sickness or accidents by carrying out first aid for students/staff and visitors on site.
3. To greet visitors and personal callers to the school, ascertain the purpose of the visit, require visitors to register and arrange for visitors to be directed to the appropriate person and to be accompanied at all times within the school.
4. To man the student reception, dealing with student enquiries, payments for trips etc and disseminating information to relevant staff.
5. To liaise with caretaking services to ensure prompt movement of deliveries to the school.
6. To complete appropriate computerised data input and paperwork associated with the clerical and administrative needs of the school (e.g. school transport records, student database).
7. To ensure the provision of a comprehensive administrative service, including the preparation, collation/copying reports, bulletins and documents and assisting in the absence of colleagues.
8. To rearrange the daily operation of the administrative systems network and liaising with Support Services as necessary.
9. To ensure the reception area is tidy and hazard free.
10. To be responsible for processing incoming and outgoing mail.
11. Promoting and safeguarding the welfare of children and young people in accordance with the school's safeguarding and child protection policy.

### Knowledge & skills

Good telephone manner.

Relevant experience of office work including databases and analysis of data.

Keyboard skills, to be able to work accurately, under own initiative and as part of a team in an organised and flexible manner.

Minimum of 5 GCSE's (A\*-C Grade) or equivalent office experience/vocational qualifications.

Trained as a First Aider

### Problem solving and creativity

Deals with changing and conflicting deadlines and frequent interruptions to work, supervision of staff and allocation of work.

At busy times needs to prioritise.

Works under direction of Principal and Principals PA

### Key contacts and relationships

Daily contact by telephone/face to face with Principal/Staff/Students/Parents and other visitors to the school.

### Decision making

Works to deadlines; to prioritise own workload and allocation of duties to other team members.

Frequently deals with non-routine queries and forwarding matter to appropriate staff where necessary.

The key responsibilities and duties sets out the area of work in which duties will generally be focused, and gives an example of the type of duties that the post holder could be asked to carry out. **PLEASE NOTE** that this is for guidance only. Post holders are expected to be flexible and may be required to operate in different areas of work/carry out different duties as may be reasonably assigned by the Principal.

### Other duties

1. To have due regard for safeguarding and to follow child protection policies and procedures adopted by Southern Academy Trust
2. Understand the importance of inclusion, equality and diversity and to promote equal opportunities for all.
3. Uphold and promote the values and ethos of the academy.
4. Take a proactive approach to health and safety to minimise and mitigate potential hazards and actively contribute to the security of the school.
5. Participate in workplace learning and development opportunities and work to continually improve own and team performance.

Employee Signature ..... Date.....

Employee Name .....  
Please print