



POST:	Reception Office Manager
REPORTS TO:	PA to the Headteacher & Support Staff and Operations Lead
SCALE:	Grade 5 (£26,421 to £32,076 per annum FTE Pro rata for term time only (39 weeks) £22,927 to £27,834)
HOURS:	37 hours per week (7.45am to 3.45pm Monday to Thursday, 7.45am to 3.15pm Friday)
KEY PURPOSE	To maintain, lead and manage the successful running of the school reception team, including a front-line reception service to the school, ensuring customer focus is paramount within the service and that all staff under your supervision adhere to the schools' policies and procedures. Responsible for co-ordinating and arranging daily cover for teacher absence under the supervision of a member of the Leadership team.

KEY RESPONSIBILITIES

- Responsible for arranging daily cover for absent teachers, liaising with supply agencies as necessary. Ensuring that supply staff are cleared to work in line with vetting checks as per Keeping Children Safe in Education (KCSIE), and the guidance which supersede this and any other relevant guidance e.g. trust policy, DfE advice. Briefing supply staff on the daily routine and Health & Safety procedures of the School. Advise supply agencies in the event of unsuitable supply staff, having received feedback from members of staff.
- To manage the school reception administration team, to ensure an efficient service is provided for pastoral and faculty support; prioritising workloads and planning to ensure appropriate levels of staff are available to enable deadlines to be met and high standards of work achieved.
- Update general office procedures to reflect current practice and embrace new technologies.
- Responsibility for the induction of new staff, completing annual appraisals and introducing working practices to ensure the smooth running of the administrative service.
- Actively seek to keep abreast of ever-changing needs; activities and forthcoming events within the school and be proactive in ensuring that appropriate administrative support is available to meet the needs of the school.

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Incorporating: Caludon Castle School, Hill Farm Primary, Kingsbury School, Foxford School, Richard Lee Primary and Charter Academy



Chief Executive
Mrs M Marr

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- Responsible for ensuring the team provides a wide range of support, e.g. producing letters, reports, minutes, spreadsheets; statistical information, standard documents, new resources, worksheets and other documents. Act as a link between Leadership team, faculty and pastoral staff and the reception admin service.
- Responsible for ensuring all filing systems electronic/paper are accurately maintained, easily accessible and stored appropriately in line with school procedures.
- Responsible for ensuring the admin team provides high quality resources as requested and oversee the reprographics facility, liaising with faculty staff as necessary to ensure requests are planned in a timely and clear manner.
- Provide cover for absences in the admin team to ensure a service is still provided and deadlines are met.
- Ensure the team are aware of confidentiality, the requirements of GDPR and issues regarding safeguarding and that they are appropriately applied.
- Responsible for the completion of the School Census, ensuring all DfE returns are completed on time.
- To act as a first aider to students as required, in keeping with the school's policy.
- Liaising with staff, students, the Trust and external agencies.
- Support and contribute to the overall ethos/work/aims of the school.
- Participate in personal and professional development activities to meet the changing demands of the job and encourage and support other staff in their development and training.
- Attend and participate in relevant meetings as required.
- Any other duties and responsibilities within the range of the salary grade.

Person Specification

Reception Office Manager

We would like to appoint a person who:	Attributes	Measurement	Essential / Desirable
Educational	<ul style="list-style-type: none"> • Excellent literacy and numeracy skills equivalent to GCSE Grade C in English and Maths • First aid trained or willing to undertake first aid training and relevant regular requalification 	A A	E E
Knowledge	<ul style="list-style-type: none"> • Data systems, computerised packages and software e.g. Microsoft Word, Excel, Outlook SIMS • Business environment policies and practices in relation to administration and staffing • Performance management processes • Working knowledge of school procedures • Process of arranging cover for absent teachers • Change management processes • Working knowledge of Keeping Children safe in Education guidance (desirable) 	A, I A, I, R A, I A, I A, I A, I	E E E D E D E
Experience	<ul style="list-style-type: none"> • Background of administration environment • Administrative experience in a school or similar environment • Providing effective support to managers • Supervising, developing and leading staff members • Delivering effective customer service • Experience of successfully delivering against personal, team and or service objectives • Working in an equal opportunities' environment • Leading strategically in a team 	A, I, R A, I, R A, I A, I A, I A, I, R A, I A, I	E D E D E E E D
Skills & Abilities	<ul style="list-style-type: none"> • Effective communication skills in order to deal with colleagues, students, visitors and external agencies (in person or by telephone) to assist in understanding and resolving queries • Effective literacy skills in order to prepare draft responses to letters/enquiries • Organisational and time management skills to multi-task, provide the necessary support to relevant stakeholders, managing a number of priorities • IT skills to make efficient use of equipment in school and create accurate documentation to agreed deadlines • Able to liaise and communicate effectively verbally and in writing with all staff particularly in respect of duties to be performed and deadlines to be met. 	A, I, R A, I, R A, I, R A, I, R A, I, R	E E E E E

	<ul style="list-style-type: none"> • Be flexible, use initiative, and remain calm and focused during times of pressure • Take ownership for work and responsibility for actions and decision • Communicate and influence staff to ensure a consistent approach to their work • Understand and interpret requirements accurately, by effective questioning, listening, clarification and recording of information where necessary, whilst being sensitive to people's needs and expectations. • Prioritise own workload and that of others to meet agreed deadlines • Work without constant direct supervision 	<p>A, I, R</p> <p>A, I, R</p> <p>A, I, R</p> <p>A, I, R</p> <p>A, I, R</p> <p>A, I, R</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
Qualities	<ul style="list-style-type: none"> • Is flexible, committed and enthusiastic in their approach to the dynamics at the heart of an innovative school environment/culture. • Strives constantly to better themselves as a professional. • Is able to demonstrate commitment to Trust values. • Enthusiastic, innovative, flexible and resilient in pursuit of supporting achievement. • Willingness to engage in challenging conversations with colleagues. • Ensures a welcoming and stimulating environment for all stakeholders. 	<p>I, R</p> <p>I, R</p> <p>A, I, R</p> <p>A, I</p> <p>A, I</p> <p>A, I</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
Safeguarding	<p>In addition to candidate's ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children including:</p> <ul style="list-style-type: none"> • Motivation to work with children and young people; • Ability to form and maintain appropriate relationships and personal boundaries with children and young people; • Emotional resilience in working with challenging behaviours; and • Attitudes to use of authority and maintaining discipline. 	<p>I, R</p>	<p>E</p>
Special Requirements	<p>Good attendance records in line with school's Promoting Health at Work Policy</p> <p>This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. An Enhanced Disclosure and Barring Service Check will be required prior to appointment</p>	<p>I, R</p>	<p>E</p>

References

The interview panel may take the opportunity to follow up any relevant issues arising from references during the interview.

A = Application Form, I = Interviews, R = References



Safeguarding

Staff are accountable for the way in which they exercise authority, manage risk, use resources and protect students, who they are responsible for or in contact with, from discrimination and avoidable harm. All staff, where paid or voluntary, have a duty to keep young people safe and to protect them from harm. When an individual accepts a role that involves working with children and young people they need to understand and acknowledge that the responsibilities and trust are inherent to that role. There will be a requirement that staff observe their obligations in accordance with the Trust's safeguarding procedure and report any concerns in accordance with the procedure to the appropriate person.

Rehabilitation of Offenders Act 1974

This job is exempt from the provisions of the Rehabilitation of Offenders Act 1974. Appointment to this job is subject to an enhanced DBS disclosure being obtained, and any relevant convictions, cautions and reprimands being considered. Any convictions, cautions or reprimands of relevance, obtained by the post holder after enhanced DBS clearance has been acquired, must be disclosed to the headteacher by the post holder. Failure by the post holder to do so, or the obtaining by the post holder of a relevant conviction, caution or reprimand, may be managed in accordance with the Trust's disciplinary procedure.

Health and Safety

The post holder is required to exercise their duty of care by taking responsibility for their own health and safety, and the health and safety of other people who may be affected by their acts or omissions (failure to act). Full guidance regarding health and safety is set out in the Trust's Health and Safety Policy, and in any risk assessments relevant to the post holder's role or circumstances. Which must be observed.

Confidentiality and Data Protection

The post holder is expected to comply with the provisions of the Data Protection Act 2018. Any information they have access to, or are responsible for, must be managed appropriately and any requirements for confidentiality and security observed. Information must not be disclosed to any person or Authority, for example a parent or the Police, without observing the correct procedure for disclosure as set out in the Trust's Data Protection Policy.

Equality and Diversity

The Trust is committed to equality and values diversity. As such the Academy is committed to fulfilling its Equality Duty obligations, and expects all staff and volunteers to share this commitment. The Duty requires the Academy to have due regard to the need to eliminate unlawful discrimination, harassment and victimisation, advance equality of opportunity and foster good relations between people who share characteristics, such as age, gender, race and faith, and people who do not share them. Staff and volunteers are required to treat all people they come into contact with, with dignity and respect, and are entitled to expect this in return.

Training

The Trust has a shared responsibility with the post holder for identifying and satisfying training and development needs. The post holder is expected to actively contribute to their own continuous professional development, and to attend and participate in any training or development activities required to assist them in undertaking their role and meeting their safeguarding and general obligations.

This job description may be subject to review and/ or amendment at any time to reflect the requirements of the job. Any amendments will be made in consultation with any existing post holder and will be commensurate with the grade for the job. The post holder is expected to comply with any reasonable management requests.

Copies of all relevant policies are available through the post holder's line manager and the Trust HR team.