

**JOB DESCRIPTION**  
**STUDENT SERVICES RECEPTIONIST/ADMIN. ASSISTANT**

**Admin Support Role B**

**Hours: 8am – 3.00pm Friday**

**PRINCIPAL ACCOUNTABILITIES**

**Organisation**

- Undertake reception duties, answer general telephone calls, redirect calls, pass on messages to others as required and deal with face to face enquiries and sign in visitors
- Act as first point of contact for Head Teacher / management team, including telephone enquiries and dealing with mail
- Assist with pupil first aid/welfare duties, look after sick pupils, liaise with parents / staff etc.
- Oversee pupils not in class or at the end of the school day as required
- Assist with arrangements for school trips, events etc
- Operate two-way radio

**Administration**

- Provide general clerical/admin support to School Business Manager and Cover Manager e.g. correspondence, photocopying, filing, texting, emailing and data input.
- Maintain the Head Teacher's filing system as required
- Produce lists / information / data as required, e.g. pupil data
- Maintain and collate pupil reports
- Undertake general administrative procedures
- Operate relevant equipment/ICT packages e.g. SIMS, word, excel, databases, spreadsheets and Internet
- Provide general advice and guidance go staff, pupils and others
- Responsible for lost property
- Administering First Aid to students (training will be provided and a First Aid allowance is payable) and logging all first aid records onto a database

**Responsibilities**

- Provide general advice and guidance go staff, pupils and others
- Responsible for lost property

- Administering First Aid to students (training will be provided and a First Aid allowance is payable) and logging all first aid records onto a database
- Be aware of and comply with related policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person
- Be aware of and support difference and equal opportunities for all
- Contribute to the overall ethos / work / aims of the school
- Appreciate and support the role of other professionals
- Attend and participate in relevant meetings as required
- Participate in training and other learning activities and performance development as required
- Understand that keeping children safe is paramount in our school and that all employees must take responsibility for ensuring that any safeguarding concerns are quickly reported to the appropriate person.
- Undertake all safeguarding training required by the school.

The list of duties in the job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

## PERSON SPECIFICATION

### STUDENT SERVICES RECEPTIONIST/ADMIN. ASSISTANT Admin Support Role B

CRITERIA	ESSENTIAL CRITERIA
<b>Job Related Education and Qualifications and Knowledge</b>	<ul style="list-style-type: none"> <li>• NVQ Level 2 or equivalent qualification or experience in relevant discipline</li> <li>• Good knowledge and understanding of relevant ICT packages</li> <li>• Knowledge of relevant policies / codes of practice and awareness of relevant legislation</li> <li>• Appropriate knowledge of first aid</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Demonstrable experience of clerical / administrative work, likely to have been gained over a period of one year</li> <li>• Good numerical skills to undertake a variety of tasks.</li> <li>• Good literacy skills to undertake a variety of tasks, e.g. maintaining records, maintaining diary(ies) producing a range of correspondence</li> <li>• Good keyboard / computer skills where this is appropriate for the role, e.g. production of reports, correspondence, inputting / updating personnel or financial information</li> <li>• Able to relate well to children and adults, e.g. dealing with visitors, passing information / messages to other staff, dealing with sick children, providing straightforward advice on first aid etc</li> <li>• Some analytical skills required,</li> <li>• Able to demonstrate sensitivity and tact</li> <li>• Able to maintain confidentiality</li> <li>• Able to work accurately and with attention to detail</li> <li>• Alertness and concentration, e.g. when drafting correspondence</li> <li>• Able to undertake short term planning, e.g. managing own workload, ensuring deadlines are met, planning for school activities, e.g. school trips / sports day</li> <li>• Able to deal with more complex queries and know when to refer to more senior staff</li> </ul>

- Able to work constructively as part of a team and to understand school roles and responsibilities and own position within these
- Able to identify own training and development needs and co-operate with means to address them

**Equalities**

- To be able to demonstrate a commitment to the principles of Equalities and to be able to carry out duties in accordance with the Council's Equalities Policy.