



JOB DESCRIPTION

Job Title: School Administrator/Receptionist

School: St Mary's & St John's CE School

Reports to: Office Manager

Salary: Point 5 - 6

Location: Neale House, Prothero Gardens, NW4 3SL/Bennett House,
Sunningfields Road NW4 4QR/Stamford Raffles, Downage, NW4 1AB (as required)

Hours / Weeks: 36 Hours per Week – Term Time + one week

Job Purpose:

To undertake general administrative duties in order to provide an efficient, effective and professional administration service to the school ensuring customer care is maintained to a high standard. The duties outlined in this job description may be modified by the Executive Principal, with your agreement, to reflect or anticipate changes in the job, commensurate with the salary and job title.

General Administrative Duties:

- Act as prime initial contact for visitors and parents when on reception and providing day-to-day administrative support including clerical processes (i.e. with registers, trips), word processing, data inputting
- Deal with face-to-face enquiries greeting, registering and assisting visitors in a welcoming manner, always ensuring that the ethos, values and policies of the school are promoted and that safeguarding requirements are considered when allowing access to the school for whatever reason
- Answer incoming telephone calls in a timely and efficient manner, regularly checking the answerphone for messages whilst on reception and deal with accordingly
- Respond helpfully and sensitively to pupils and their parents as required
- Communicate via mail and email and provide information to parents on all sites as required
- On a daily basis ensure that the incoming post and electronic mail is monitored, distributed and acknowledged, where appropriate, at regular intervals throughout the day, including post arriving via the classes
- Responsible for outgoing post
- Assist with distribution of letters and send out information/letters as required through the online parent email and text communication systems etc.
- Ensure all visitors and staff sign in and out, using the electronic 'Inventory' system. All visitors must wear the appropriate identification badge and DBS evidence is seen for relevant visitors e.g. staff from support agencies etc. All visitors should be accompanied in school unless the appropriate DBS status has been confirmed
- Wherever practicable the reception desk will not be left unattended

- To efficiently ensure messages, queries, deliveries, children's belongings etc. are received by the relevant staff member taking into account the urgency of the situation whilst also not adversely impacting on teaching and learning
- To ensure that the main entrance and office areas are kept tidy, notices and parent forms are up to date in order to provide a clean and welcoming environment
- To update the school's communal noticeboards on a weekly basis with the forthcoming week's events
- Maintain effective, up to date filing systems easily accessible as required
- Maintain a high degree of confidentiality with regards to issues concerning members of staff and pupils
- Maintain and operate manual and computerised records, including the school's management information system (SIMS)
- Receive and sign for the delivery of goods (deliveries should be signed for as 'unchecked') and distribute to the appropriate of staff for checking
- Provide assistance to pupils arriving at Student Services as and when required
- Undertake 1st Aid training in order to provide first aid to pupils and staff in the medical room as required, ensuring all records etc. are maintained up to date
- To undertake other administrative support as requested by the School Business Manager/Principal.

Promotion of Corporate Values

To ensure that customer care is maintained to the agreed standards according to the school's values. To ensure that a high level of confidentiality is maintained in all aspects of work.

Flexibility

The jobholder may be required to carry out other reasonable duties commensurate with the grade, as requested by the line manager.

