

## Lilian Baylis Technology School

### JOB DESCRIPTION

---

<b>Job Title:</b>	<b>Business Support Admin Assistant / Receptionist</b>
<b>Grade:</b>	Scale 1/2 (pt3)
<b>Responsible to:</b>	Executive Assistant / Deputy Business Support Manager
<b>Terms of Contract:</b>	35 per week, Mon-Fri, 8am-4pm 39 Weeks per year

#### **Main Purpose of Job**

To provide one to one support to the Business Support Unit carrying out administrative tasks and Reception cover. To undertake word processing, admin, photocopying, First Aid and other such duties to contribute to the overall efficiency and effectiveness of the Business Support Unit and support the work of school staff and governors.

To cover for other administrative team members in case of absence or with particular pressure points that may occur in work-flow. To contribute positively to all aspects of responsibility of the Business Support Unit, both generic and specific.

To **lead and manage** specific designated areas of special responsibility under the guidance of the Deputy Business Support Manager as follows:

1. Reception and Hospitality cover
2. Photocopying
3. Filing
4. Data inputting
5. Assisting with the schools texting/emailing service
6. First Aid
7. Selling School Uniform and Bat & Ball
8. School Postal Services
9. Updating School Calendars
10. Maintaining the Inventory System
11. Admin Adhoc Duties

#### **Duties**

1. To assist with events ensuring that any required packs are collated and any other setup required under the supervision of the Deputy Business Support Manager.
2. To collate academic colour certificates and attach badges.
3. Assist with whole school mail outs including printing, collating envelopes and franking.
4. Maintain student and staff filing under the direction of the Deputy Business Support Manager.

5. Assisting with in year transfer file chasing and sending under the direction of the Senior Business Support Officer.
6. Half termly stationary stock checks and placing orders via the Deputy Business Support Manager.
7. To provide a warm, efficient and welcoming front line, including hospitality, for visitors and callers.
8. To greet visitors, sign in and out as necessary and issue identity badges so that they can be clearly identified whilst in school, in line with school safeguarding policies and procedures.
9. To greet supply teachers and follow procedures for signing in including signing off time sheets. To issue cover sheets and direct them to where they need to go.
10. To ensure that the Reception area is manned at all times to securely monitor the security of the building from outside persons via the main doors.
11. To assist with maintaining the Inventory signing in system to ensure it is functional at all times and contacting the company for any maintenance issues.
12. To answer incoming telephone calls ensuring that calls are answered promptly, courteously and that they are either transferred to the appropriate member of staff or details of the call are emailed.
13. To retrieve voicemail messages from the school switchboard first thing in the morning and throughout the day and action as necessary during reception cover.
14. To process Free School Meals manually and electronically.
15. To deal with incoming and outgoing post - opening, and distributing mail. Collating and franking the outgoing post daily and ensuring the machine is maintained and funded appropriately and ensuring any issues are brought to the attention of the Deputy Business Support Manager and then logged via Royal Mail via email/call to address.
16. Distribute post to the internal pigeon holes. Checking and maintaining pigeon holes including informing the Senior Business Support Officer if staff are not collecting post for them to be emailed.
17. To request student files and ensure updated on system.
18. To sell school uniform items to parents and students, issue receipts and complete records of sale.
19. To sell bat and ball items to students, issue receipts and complete records of sale.
20. To send whole school texts and emails as directed by the Deputy Business Support Manager.
21. To maintain and update the bisleys in Reception ensuring all documents are current and inform Deputy Business Support Manager when they require updating.
22. Respond to questions from staff, verbally, by phone and email, log and action.
23. To keep the office and reception area presentable, tidy and in order.
24. To administer First Aid (must be trained first aider, or willing to undertake training) and assist students who are unwell in school, including contacting parents or carers when a student needs to be sent home.
25. To undertake general office typing and admin duties as required.
26. Assisting with returning named property to students at the end of each term and arranging collections with local charities when directed by line manager.
27. To promote positively the image of the school at all times.
28. To adhere to the school's safeguarding and equal opportunities policy.
29. Attend team meetings and training sessions as required.
30. As directed by the Deputy Business Support Manager to cover or support the work of other members of the BSU in case of absence or work-flow pressure point.

- 31. To understand and implement all School and Council policies with particular regard for Safeguarding, Health & Safety, Equal Opportunities and Customer care, to work actively to overcome and to prevent discrimination on grounds of age, race, sex, disability.
- 32. To carry out such other duties as may be required from time to time to meet the needs of the service.
- 33. To ensure clear communication is given verbally or in writing with line manager, colleagues, visitors, students and parents.

Postholder's signature..... Date.....  
Senior Business Support Officer

Manager's signature..... Date.....

## **PERSON SPECIFICATION**

### **Essential requirements (Selection Criteria)**

#### **A. EXPERIENCE**

1. Experience of working within customer service
2. Substantial experience of providing a high quality reception service
3. Experience of working in a busy office environment
4. Good communication skills
5. Experience of multi-tasking
6. Good IT skills with experience of using Microsoft and Google Drive
7. Highly motivated
8. Commitment to high standards and expectations

#### **B. SKILLS, KNOWLEDGE AND ABILITIES**

1. Excellent written and oral communication skills with the ability to communicate effectively, with tact and diplomacy to staff and the public at all levels both face to face and over the telephone.
2. Good problem solving skills; ability to visualise a problem or situation and think abstractly to solve it.
3. Ability to respond to the constantly changing flow of traffic; remain productive during slow times, be able to multitask effectively during busy times, exercise patience and professionalism during stressful situations.
4. Friendly presence and helpful attitude; good interpersonal skills and ability to work well with others.
5. Ability to work responsibly with or without direct supervision.
6. Ability to communicate effectively over the phone; good phone skills, professional demeanour, previous customer service experience strongly desired.
7. A strong commitment to equal opportunities.
8. Ability to work on own using a great deal of initiative.
9. Ability to spot incomplete work.
10. Ability to deal discretely, using tact and diplomacy when handling matters which are often of a confidential and sensitive nature.
11. A willingness to train on the job or professionally.
12. Good interpersonal skills and ability to work flexibly as part of a team.
13. Ability to work on own initiative under pressure, to respond to competing demands, prioritise and to meet deadlines.
14. Sims.net experience (desirable)
15. Understanding of school/education system (desirable)
16. First/Aid training will be given

#### **C. QUALIFICATIONS**

- Keyboard skills
- Equivalent qualification in customer care or reception