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| **Post Title:** | **Front of House Manager** |
| **Job Purpose:** | To be responsible for reception and administration staff and central display areas ensuring that they reflect the visions and aims of the organisation |
| **Responsible to:** | Principal through the Business Manager |
| **Responsible for:** | Ensure that all stakeholders and visitors are greeted appropriately in line with MAT policies including health & safety and safeguarding  Deploy and line manage the admin staff  Ensure that all queries, tasks and visitors are dealt with effectively  Operating a reception service that promotes a professional image of the Academy and Trust  Ensuring that the school website is kept updated |
| **Liaising with (Working Relationships):** | Principal  MAT Central Support  Business Manager  External agencies  Business partners and suppliers  Parents and visitors  Reception and General Admin team |
| **Hours of Work:** | Term time plus inset days  37 hours per week |
| **Grade and Range of Post:** | MAT Scale F (£16,391 - £18,499 pa) |
| **Current Base:** |  |
| **Disclosure Level:** | This post is subject to an enhanced DBS disclosure. |
| **Main / Core Duties:** | Ensure all administration tasks are dealt with in an efficient manner  Process telephone calls and ensure appropriate action is taken  Deal with incoming and outgoing mail  Manage routine financial tasks  Deal with all visitors to the Academy in line with MAT policies and procedures  Ensure first point of contact for the Academy  Ensure that website is up to date and is in line with statutory guidelines and MAT and Academy ethos |
| **Operational Planning:** | To assist and advise in the preparation of the academy budget  To ensure that all business systems support efficient operational plans |
| **Service Provision:** | Manage all administration in the Academy  Manage reception ensuring a welcoming and pleasant atmosphere  Deal with enquiries from parents, staff, students and external agencies  Manage incoming mail and distribute as appropriate  Manage outgoing mail, franking, posting and maintaining postage records  Deal with telephone enquiries, take messages and pass on appropriately |
| **Service Development:** | To identify areas for improvement in the delivery of the reception and administration service  To ensure the reception area is welcoming and identifying areas for improvement |
| **Staffing and Staffing Development:** | To line manage the admin staff  Conduct effective performance management for the admin staff |
| **Recruitment / Deployment of Staff:** | Effectively deploy the admin staff to ensure that all queries, tasks and visitors are dealt with effectively |
| **Quality Assurance:** | To QA the deployment of administration staff in ensuring:   * All administration, clerical and financial tasks follow established procedures and agreed policies * All display areas, including reception reflect the visions and aims of the Academy * All visitors to the site follow safeguarding and health and safety policies.   Inform the Business Manager or Principal immediately of any Health and Safety or Safeguarding concerns that arise. |
| **Management Information and Administration:** | Be responsible for providing an efficient administration service  Maintain/input/update/retrieve information, data and records following set procedures |
| **Communications:** | Be responsible for all visitors to the Academy and all telephone enquiries |
| **Marketing and Liaison:** | Ensure that a positive impression of the Academy is given at all times. |
| **Management of Resources (Other than People):** | To manage the stock/supplies (e.g. office stationery)  Accept deliveries and returns of resources including examination materials  Distribute documents and resources within the Academy |
| **Corporate Responsibility:** | To abide by and implement all policies and procedures of MAT, including being aware of and responsible corporately and as an individual for Health and Safety policies and procedures. |
| **Other Specific Responsibilities:** | To provide First Aid within the Academy  To support students with medical conditions as required.  To contribute to the overall ethos, work and aims of the Academy and the Academy Trust.  To carry out all duties in the most effective, efficient and economic manner.  To continue personal development in the relevant area.  Participate fully with arrangements made in accordance with the Academy Trust’s Performance Management Policy.  Perform any other reasonable duties as requested by the Principal and Business Manager. |
| **Safeguarding:** | The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment and individually take responsibility for doing so. |
| **General Statement:** | This job description is current at the date shown, but in consultation with you may be changed to reflect or anticipate changes in the job, commensurate with the grade and job title. |
| **Date:** | November 2019 |