

Post Title: Receptionist /Administration Assistant
Post Responsible to: Business Manager
Working Pattern: 30 hours per week, Term time plus 2 (11am-5pm)

The post holder will be part of the Senior School administration team and will have an important role to play in the daily running of the School Office, including general office duties and support to the academic staff where needed.

Main Responsibilities

- Be the 'face' of BCS and maintain excellent customer service and first impression to any visitors to the School.
- Take telephone calls to the school and maintain a helpful and professional response
- Provide support and guidance to parents and visitors
- Manage daily admin tasks
- Assist the Estates Manager with coordination of contractors, making calls as needed and checking status of the contractors visiting site for Safeguarding purposes
- Maintain information on the student system and parent interface where needed
- Provide admin support to the Senior Leadership Team
- Be aware and adhere at all times to the school code of conduct and confidentiality
- Support with Interviews, tours and recruitment processes for students and staff
- Assist the Exams Officer with the safe storage of exam papers and scripts preserving exam body security arrangements at all times
- Provide First Aid assistance to students and staff when necessary and assist the Medical Team with administration
- Add items to ParentPay for recharge to students, liaising with teachers as necessary for queries and clarity.

Transport Responsibilities:

- To organise all transport requirements for both Prep and Senior Schools including planning routes according to student demand and preparing registers.
- To communicate effectively with parents, drivers and students in providing a minibus collection service and regularly review this service for efficiencies.
- Track vehicle use and ensure appropriate recharges are undertaken for costs
- To act as liaison with any external or internal hirer of vehicles and to organise sufficient transportation for all school activities.
- Liaise with parents, staff and students regarding relevant transport details.
- Maintain daily register of all staff and students utilising the BCS fleet.
- Liaise daily with the Transport Manager and support as required.#
- Update ParentPay with charges and changes to charges as they occur.

Lettings

- Oversee and manage lettings enquiries, bookings, advising appropriate staff and ensuring successful hires
- Liaise with Finance to ensure the correct invoices are sent

Curiosity

Commitment

Creativity

Community

General:

- To carry out such other reasonable duties and responsibilities within the overall scope of the post.
- To support the School positively in terms of public relations with all stakeholders.
- To adhere at all times to Safeguarding and Child Protection regulations.
- To be aware and adhere at all times to the school code of conduct and confidentiality.
- To undertake Performance Management Reviews in accordance with the policy and practice of the School.
- As an Employee of Bournemouth Collegiate School you will be required to provide support and cover across all sites as and when required.
- The job description allocates duties and responsibilities. It does not direct the particular amount of time to be spent carrying them out and no part of it may be so construed.
- The job description is not necessarily a comprehensive definition of the post, as it may include other duties, level with the commensurate of the post, as necessary to ensure the smooth running of the School as directed by the Headteacher.
- The job description may be reviewed and may be subject to modification or amendment after consultation with the post holder.
- All employees at Bournemouth Collegiate School must be enthusiastic, professional and be prepared to fully commit to the ethos of the school, as laid out in our Mission Statement and Aims.

Signed: _____

Date: _____

Post Holders name:

Signed: _____

Date: _____

Principal:

Curiosity

Commitment

Creativity

Community

Person Specification

The post holder will possess strong interpersonal skills and will be confident to liaise with parents, prospective parents, visitors and other stakeholders. They will have: -

	ESSENTIAL	DESIRABLE
Qualifications		
GCSE (or equivalent) in Mathematics and English	✓	
First aid qualification (will be provided)		✓
Knowledge		
Excellent administrative skills, including all Microsoft programmes including Excel basic formulae, Outlook and Teams	✓	
Skills and Abilities		
Be self-starting, forward thinking and highly positive with a 'can do, will do' mindset	✓	
Have excellent 'front of house' skills	✓	
Have excellent communication skills, both written and verbal	✓	
Be highly organised with a good eye for detail	✓	
Ability to liaise with parents and build positive, supportive relationships	✓	
Able to develop strong and effective working relationships with key stakeholders.	✓	
Resilience – the ability to remain calm and work well under pressure	✓	
Ability to work as part of a team and be flexible and supportive of the team goals	✓	
Be proactive in seeking ways to maintain excellence	✓	
Be able to uphold confidentiality	✓	
Other		
Recent participation in professional development activities and willingness to undertake other training including e-learning	✓	
A commitment to safeguarding and promoting the welfare of children and young people	✓	

Curiosity

Commitment

Creativity

Community