



## Job Description & Person Specification

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**Job Title:** Receptionist & Administration Assistant

**Scale:** 3

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**Job Purpose:**

- The postholder is the first point of contact to visitors to the school and as such will provide a professional and welcoming presence in Reception.
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**Reporting Arrangements**

**Reporting to:** Personal Assistant to Head of School / Head of Support Services

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**Main Responsibilities:**

Main Duties – Reception

- To deal with enquiries from visitors, staff and students
- To issue security badges to all visitors
- To deal with telephone enquiries
- To assist with locating staff and students when appropriate
- To take delivery of parcels as necessary
- To distribute incoming post

Main Duties - General

- To input/extract information to and from computer databases including the Bromcom system
- To provide confidential administrative support to the school including the preparation of documents and reports using Word, Excel and PowerPoint
- To arrange hospitality as required
- Provide cover for colleagues when required
- To suggest improvements of operational procedures as necessary
- To undertake such other duties related to the work of the whole school appropriate to the post, as may be assigned

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## Trust Responsibilities:

- Adhere to all Trust policies and procedures.
- Take responsibility for promoting and safeguarding the welfare of all pupils.
- Demonstrate commitment to the Equal Opportunities Policy, to work positively and inclusively with colleagues so that the Trust provides a workplace and delivers services that do not discriminate against people on the grounds of their age, gender, sexual orientation, marital status, race, religion, creed, colour, nationality, ethnic origin or disability.
- Work flexibly in the interests of the service (this may include undertaking other duties provided that these are appropriate to the employee's background, skills and abilities).
- Travel between different sites of the Laurus Trust as required.
- Actively participate in performance reviews at regular intervals in accordance with Trust procedures.
- Undertake training courses organised by the Trust where these will assist in the carrying out of the above duties, develop skills which may be required to fulfil those duties in the future or are required to fulfil legal requirements.
- Refrain from smoking in any areas of Trust premises.
- Behave in a manner that ensures the security of property and resources.
- Demonstrate consistently high standards of personal and professional conduct as defined in The Laurus Trust Code of Conduct Policy.

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## Safeguarding:

The Laurus Trust and its affiliated schools are committed to safeguarding and protecting the children and young people that we work with. As such, all posts are subject to a safer recruitment process, including the disclosure of criminal records and vetting checks. The post holder will be required to complete an enhanced Disclosure Barring Service (DBS) Check with appropriate barred list checks, or the equivalent, and must be eligible to work in the UK.

We ensure that we have a range of policies and procedures in place which promote safeguarding and safer working practice across the school. This is in line with statutory guidance Keeping Children Safe in Education and The Education Act, we expect all staff and volunteers to share this commitment.

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## Core Behaviours:

It's important for all Support Staff to be able to demonstrate some or all of the core behaviours on a regular/daily basis:

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|-----------------------|--|
| ➤ <b>Adaptable</b>    | - Open to change, to be flexible.  |
| ➤ <b>Courageous</b>   | - Willing to speak up, offer ideas, challenge the norm.                      |
| ➤ <b>Hard Working</b> | - Strong work ethic, prepared to go the extra mile.                          |
| ➤ <b>Inclusive</b>    | - Treat others fairly and equally.   |
| ➤ <b>Engaged</b>      | - Involved/absorbed in your work, participate at all times.                  |
| ➤ <b>Value</b>        | - Add value to your role, your team and the Trust.                           |
| ➤ <b>Enquiring</b>    | - Have an enquiring mind, curious, improve and find solutions.               |
| ➤ <b>Motivated</b>    | - Pro-active, wanting to achieve goals, willingness to try, can do attitude. |
| ➤ <b>Encouraging</b>  | - Giving/offering support and confidence to others, working together.        |
| ➤ <b>Navigator</b>    | - Providing guidance, leading when necessary.                                |
| ➤ <b>Tenacious</b>    | - Perseverance, never giving up, whatever it takes.                          |
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**Person Specification:**

<b>Attributes</b>	<b>Essential</b>	<b>Desirable</b>
<b>Education and Qualifications</b>	<ul style="list-style-type: none"><li>• Sound educational background including minimum grade C in GCSE Maths and English or equivalent</li><li>• Numerate/literate</li></ul>	<ul style="list-style-type: none"><li>• Awareness of current issues in Education</li></ul>
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"><li>• Administration and Reception experience</li><li>• Sound knowledge and experience of PC based applications</li></ul>	<ul style="list-style-type: none"><li>• Experience of working in a school environment</li><li>• Experience of working with confidential information</li><li>• Experience of working with Reprographic equipment</li></ul>
<b>Skills</b>	<ul style="list-style-type: none"><li>• Good team player/excellent interpersonal skills</li><li>• Good practical skills in using Microsoft Office including Word, Excel and PowerPoint</li><li>• Good communication skills (oral and written)</li><li>• Excellent time management, administration and organisation skills</li><li>• Ability to be flexible</li><li>• Ability to work accurately to tight deadlines</li><li>• Ability to remain calm under pressure</li><li>• Professional welcoming demeanour</li><li>• Ability to use own initiative and prioritise effectively</li></ul>	<ul style="list-style-type: none"><li>• First Aid at work certificate</li><li>• Experience of Bromcom</li></ul>
<b>Other Qualities</b>	<ul style="list-style-type: none"><li>• Willingness to undertake further training</li><li>• Commitment to safeguarding and promoting the welfare of children</li></ul>	<ul style="list-style-type: none"><li>• Full driving licence</li></ul>