

JOB DESCRIPTION

School: The Norwood School

SECTION A:

Job Title: Clerical Officer / Receptionist Apprentice	Reporting to: Office Manager
Grade: 1/2	

SECTION B: PURPOSE OF POST

To provide administrative and reception support to ensure the smooth running of the school office. The postholder will undertake a variety of administrative tasks and gain experience across different areas of school administration while completing a Level 3 Business Administrator Apprenticeship.

SECTION C: Main duties and Responsibilities/Functional Links

- Undertake general administrative duties including producing letters, photocopying, scanning, filing, and data entry.
- Support the front-line reception team by answering calls, taking messages, and greeting visitors in a professional and welcoming manner.
- Ensure all visitors sign in, wear identification badges, and comply with safeguarding procedures.
- Sort and distribute incoming post and prepare outgoing mail.
- Accept and check deliveries, ensuring items are distributed to the correct departments or classrooms.
- Maintain records of stationery and office supplies and notify the Office Manager of any shortages.
- Support the admin team with the organisation of school events such as open evenings, parents' evenings, or celebration assemblies.
- Manage messages received via email, phone, or reception efficiently, ensuring they are passed to the appropriate member of staff in a timely manner.
- Support the monitoring and recording of pupil attendance when required.

First Aid and Welfare

- Hold or be willing to train for a First Aid at Work certificate.
- Provide basic first aid support to pupils and staff when required, ensuring incidents are recorded appropriately.

- Assist the Lead First Aider and ensure first aid supplies are stocked and maintained.

General Responsibilities

- Comply with all school policies and procedures, including safeguarding, data protection, and health and safety.
- Maintain confidentiality and professionalism at all times.
- Promote teamwork, cooperation, and a positive working environment.
- Represent the school in a professional and helpful manner when dealing with staff, pupils, parents, and visitors.
- Attend staff meetings, training sessions, and professional development opportunities as directed.
- Take responsibility for developing new skills and applying them within the role.

Data Protection (where necessary please refer to Data Protection Act)

1. It is essential when working with computerised systems that you are completely aware of their responsibilities at all times under the Data protection Act 2018 for the security, accuracy, and significance of personal data held on such systems.

Equal Opportunities (Mandatory)

1. To take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relations.

Health and Safety (Mandatory)

1. Employees are required to work in compliance with the School's Health and Safety policies and under the Health and Safety at Work Act (1974), ensuring the safety of all parties they come into contact, such as members of the public, in premises or sites controlled by the school.
2. In order to ensure compliance, procedures should be observed at all times under the provision of safe systems of work through safe and healthy environment and including such information, training instruction and supervision as necessary to accomplish those goals.

Safeguarding

1. To have a due regard for safeguarding and promoting the welfare of children and young people and to follow all associated child protection and safeguarding policies as adopted by the school and Local Authority

2. Functional Links

Please list the most important contacts necessary to carry out the duties (e.g. external agencies, departments, member of the public, within local authority councillors etc.).

SECTION D: Other relevant matters

Whilst every effort has been made to outline the main duties and responsibilities of the post, this job description is not exhaustive. The postholder may be required to undertake other reasonable tasks in keeping with the role as directed by the Office Manager or School Business Manager.

SECTION E: Signatures – Job Description discussed and agreed

Signature of Post Holder:

Date:

Signature of Supervisor:.....
(Line Manager)

Date:

PERSON SPECIFICATION

School: The Norwood School

Job Title: **Clerical Officer / Receptionist - Apprentice**

Directorate: Schools Human Resources

Grade: Grade 1/2

		Shortlisting CRITERIA ESSENTIAL
Key Knowledge	<p>K1 Willingness to learn about relevant policies, codes of practice, and legislation applicable to school administration</p> <p>K2 Demonstrates interest in providing administrative support and learning how to work effectively in a busy office environment.</p> <p>K3 Shows enthusiasm for learning and developing office systems and procedures, with a proactive attitude towards acquiring new skills</p>	E ✓✓
Relevant Experience	<p>E1. No prior experience required; however, any voluntary or school-based experience in administrative tasks will be considered an advantage.</p> <p>E2. Ability to communicate sensitively and professionally, especially in situations involving high public demand or limited resources.</p>	E ✓✓
Qualifications/ Training	<p>Q1. GCSEs in English and Maths (Grades A*–C / 9–4)</p> <p>Q2. Willingness to undertake training towards a Level 3 Business Administration Apprenticeship.</p> <p>Q3. Basic ICT skills and willingness to develop skills in</p>	

	<p>Microsoft Office (Word, Excel, Outlook) and school systems (SIMS) — full training provided.</p> <p>Q4. Willingness to undertake relevant CPD such as GDPR, safeguarding, customer service, and first aid training.</p>	
Safeguarding	<p>Displays commitment to the protection and safeguarding of children and young people, and has an up-to-date knowledge of relevant legislation and guidance in relation to working with, and the protection of, children and young people.</p>	