

Site:	Mulberry Academy London Dock
Job Title:	Reception and Administration Officer
Reports To:	Executive Support and HR Officer
Hours	35 hours per week, Term Time plus one week, 40 weeks per year
Grade	Scale 5 (points 12-15)
Date	June 2024

Job Purpose

To act as the main school receptionist during the school's hours of operation.

To provide administrative support in the school office including filing, word processing, telephone messaging and reprographics work.

To support the school's attendance monitoring processes, by communicating appropriately with parents/carers about student absence.

To oversee daily staff absence, organising cover and managing the daily bulletin in conjunction with the lead SLT for school operations and the Executive Support and HR Officer.

Key Accountabilities, Duties and Responsibilities

Reception (not limited to)

- All staff are expected to have a clear understanding of the aims, objectives and ethos of the school, and an awareness of its role in the community.
- To present the professional and welcoming face of the school to all visitors, staff and students, including telephone callers.
- To ensure all visitors are signed into the school in accordance with safeguarding procedures.
- To respond to queries from parents/carers and the general public with exemplary professionalism, ensuring that any messages or complaints are immediately dealt with, forwarded to the appropriate member of staff or escalated as required.
- To ensure the overall appearance of the reception area is tidy, professional and presentable at all times.

- General administrative duties such as typing, photocopying, filing, collation and distribution of post.
- To assist school staff in all aspects of school life, including contacting parents and pupils where necessary.
- To provide general support to the school with event preparation including parent's evening and to attend any school parents' evenings.

Administration (not limited to)

- Maintain manual and computerised records/management information systems.
- Sort and distribute mail and top up franking machine when required and organise deliveries as required.
- Assist the school by maintaining good relationships with staff, parents, governors, trustees' contractors, representatives and external agencies in order to promote the objectives of the school.
- To establish and maintain appropriate pupil records on the school MIS system, e.g. late arrivals, early leavers, absences, paper registers, etc.
- Keeping the Free School Meals register up-to-date, as required
- To print the students fire evacuation list
- To operate the school's cashless payment system ParentPay e.g. generating login details for staff and students and answering queries from parents
- To organise and restock stationary supplies
- To keep the school's records room, tidy and organised
- To assist with a range of school events e.g. Open Days, visits, conferences, and Trust Events
- To organise the distribution of student's lunch PIN numbers and support if students run out of credit.
- To provide comprehensive administrative support for SLT members as directed by line manager
- To organise and maintain the staff kitchen clean including the maintenance of the coffee machine.
- Provide First aid support across the school (training will be provided)

Other Duties

The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties that may be required from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

You may be asked with agreement to carry out paid additional work in periods of school holiday as and when necessary.

Other duties as may reasonably be requested by the line manager or senior team.

EQUAL OPPORTUNITIES STATEMENT

Adhere to the Trust’s policies and ensure anti-discriminatory practice within the service area.

COMMENSURATE STATEMENT

Undertake any other reasonable duties commensurate with the grade as determined by the manager.

SAFEGUARDING

Have due regard for safeguarding and promoting the welfare of children and young people and to follow the child protection procedures adopted by the Trust.

HEALTH AND SAFETY

The Health and Safety at Work Act (1974) places duties on all employees:

- to take reasonable care for their own Health and Safety and that of other persons who may be affected by the individual’s acts or omissions at work;
- to co-operate with management to enable them to carry out their duties and comply with all relevant Health and Safety legislation;
- not intentionally nor recklessly to interfere with or misuse anything provided in the interests of health, safety or welfare;
- to assist management/leaders in preparing, implementing and updating all relevant risk assessments for their area of responsibility.

This job description is correct at the date of publication and may alter over time as the needs of the Trust change.

I acknowledge that I have read, understood and received a copy of the job description.

Signed _____ Date _____
Postholder

Signed _____ Date _____
Principal

Person Specification

Post: Reception and Administration Officer

Qualifications and Experience
<ul style="list-style-type: none">• Experience of school administration reception duties• Experience of maintaining effective and accurate records• Good standard of literacy and numeracy• First aid training (if not trained, this is mandatory and will be provided to the post holder – so willingness to train)• Working in a school or similar environment
Knowledge and skills
<ul style="list-style-type: none">• Ability and sound knowledge of ICT and programmes such as word, excel or similar.• Range of general administrative duties• Ability to work well with a range of people, students' staff parents and visitors to the school.• Attention to detail• Ability to plan and meet deadlines• Ability to adapt to changing daily work duties• Strong written and verbal communication
Other
<ul style="list-style-type: none">• Ability to relate well to young people and adults• Ability to solve problems and to learn and apply new solutions• Ability to communicate effectively with staff, students and visiting professionals and to relate professionally to people at all levels• Demonstrable commitment to equal opportunities• Demonstrable commitment to all Trust policies, including a commitment to support teaching staff and the senior leadership team in managing the operational processes of the school• High level of enthusiasm• Presents a positive image and able to represent at first point of call for the school•

This post is subject to an Enhanced DBS Disclosure and the successful applicant will be subject to relevant vetting checks before an offer of appointment is confirmed, and will be subject to rechecking as appropriate