

## Job description for the post of: Receptionist / Office Admin Assistant

<b>Job Title:</b>	Receptionist – Office Admin Assistant
<b>Day to day Line Manager:</b>	Office Leader
<b>Performance Reviewer:</b>	Academy Business Leader
<b>Grade:</b>	Scale 4 Point 18 - 21 depending on experience (£21,811 – £23,610 Pro rata) (Actual salary £19,584 - £21,199)
<b>Contract Term:</b>	Permanent - Term time + 1 week (40 weeks) – 37½ hours per week

### Job Purpose:

- Working under the direction of the Office Leader to be responsible for undertaking general administrative support to the Academy.
- To provide professional and friendly service for all visitors and families
- Undertake reception duties including response to telephone and personal enquiries, including managing the switchboard

### Main Duties and Responsibilities:

When carrying out any administrative duties as the first 'face' and representative of the Academy, to be polite, welcoming and efficient in order to represent the Academy and its ethos professionally at all times.

### Administrative Duties

- To be the main point of contact for all visitors, staff, parents of The New North Academy, offering the first impression of our Academy.
- To liaise with staff at all levels, pupils, parents and with outside agencies/suppliers to provide an excellent customer service at all times, signposting them as and when appropriate to other colleagues.
- Ensure all visitors to the Academy are made aware of our Safeguarding and Health and Safety expectations.
- To maintain all aspects of the Academy reception providing routine, clerical and administrative support to the Academy:
  - Screening phone calls, enquiries and requests; handling them appropriately and transferring them to the relevant person.
  - Taking messages for staff accurately and ensuring messages are passed on in a timely manner.
  - Ensure all queries, either in person or by telephone, are dealt with swiftly and appropriately, using tact and diplomacy at all times.
  - Answer general enquires from members of the Academy community.
  - To undertake clerical work within the office including dealing with incoming and outgoing mail, photocopying, filing, typing, word processing and IT based tasks.
- Assist with pupil welfare matters including contacting parents and staff.
- To ensure the Academy's security and access policy is rigorously enforced.
- Operate and monitor the electronic access control system InVentry.
- To oversee the electronic storage and organisation of letters, fliers and newsletters on the Academy server
- To ensure families are kept up to date and have advance notice of school events, making use of the website and parent texting/social media
- To book supply teachers as requested by the Senior Leadership Team and further, greeting and providing information to guest teachers as they arrive.
- Manage manual and computerised record information systems by operating relevant equipment/IT packages/databases.
- To administer and maintain accurate records for the Academy meals and extended Academy activities, producing reports as required in a timely manner.
- To receive and record income as instructed.
- Maintaining up to date electronic records of Academy documents, policies and information for parents.

- To keep and maintain accurate records of Academy stationery resources.
- Provide personal, administrative and organisation support to other staff as directed by line manager.

#### Additional Duties

- To hold a First Aid certificate and be part of the First Aid team, liaising with parents and emergency services as/if required.
- To be responsible for maintaining and updating records of pupils' medication, administering, and safekeeping.
- To work with colleagues to ensure children's safety in the Academy including following procedures for children with medical needs.
- To contribute to the Academy's focus on marketing by supporting the strategic plan of distributing marketing documents and ensuring the whole school calendar is up to date
- Manage the booking of rooms and spaces for in-house and external events

#### **General Requirements:**

- To be able to work in a busy office environment, demanding high levels of concentration while also coping with frequent interruptions, e.g. responding to staff/customer enquiries, telephone calls, etc.
- Maintain regular consistent and professional attendance, punctuality, personal appearance and comply with the guidelines of relevant health and safety procedures.
- To conduct oneself in a professional manner at all times.
- Pursue personal development of skills and knowledge necessary for the effective performance of the role.
- To promote the safety and well-being of pupils and to have shared responsibility for the safeguarding and welfare of children.
- To establish and maintain constructive working relationship with colleagues.
- To adhere to all policies and procedures set out by the Academy.
- To participate in Academy based meetings as appropriate.
- To foster and promote positive, effective relationships between staff, children and parents through personal and professional example.
- Willingness to support opportunities that promote the enrichment of the whole Academy and promote parental partnerships.
- To be committed to the development and communication of the long-term vision of the Academy.
- To plan, prioritise work and respond flexibly to changing demands and circumstances.
- To carry out any other duties which fall within the broad spirit, scope and purpose of the job description.

#### **Mandatory Duties**

##### Health & Safety

Personally responsible for the health, safety and welfare of all staff that may be affected by the post holder's acts and/or omissions.

##### Equal Opportunities

Personally be responsible for inclusion and equal opportunities awareness and ensuring that the post holder is aware of, and carries out, the provisions contained in the Equal Opportunities policy.

##### Safeguarding Children

"The Academy's legal responsibility for safeguarding the welfare of children goes beyond basic child protection procedures. The duty is now to ensure that safeguarding permeates all activity and functions and supports the Safeguarding Policy." Therefore to be personally responsible for promoting and safeguarding the welfare of children/vulnerable adults s/he is responsible for, or comes into contact with.

This document is considered to provide an outline of the areas that this role involves. This document does not preclude the post holder developing systems and structures not specifically mentioned but related to his/her broad areas of responsibility. The roles outlined above are indicative and do not preclude anything else which may be reasonably requested commensurate with the post held and duties undertaken.

This job description will be reviewed at least annually as part of the Performance Management process to reflect changing School and individual needs. Consultation between the post holder and the Line Manager is considered a vital part of this review process.

Signature: \_\_\_\_\_

Print: \_\_\_\_\_

Date: \_\_\_\_\_

## Person Specification

### Job Title: Receptionist and Office Admin Assistant

	Essential	Desirable
<b>Qualifications</b>		
1. Good general standard of education		√
2. ICT qualifications, e.g. word processing		
<b>Experience</b>		
2. Experience working in an Academy setting		√
3. Use of ICT applications relevant to the post	√	
4. Experience of working in a reception and operating a switchboard		√
5. Experience of dealing with queries from parents, children and the public		√
<b>Knowledge</b>		
6. ICT equipment and software – Microsoft Office	√	
7. Understanding of the importance of confidentiality and an appreciation of the implications of Data Protection	√	
8. Understanding of the context in which Academy are operating		√
<b>Skills</b>		
9. Word processing and ICT skills – Able to use a range of database and software packages	√	
10. Excellent communication skills	√	
11. Ability to work under pressure	√	
12. Excellent interpersonal skills and able to deal with a variety of people	√	
13. A flexible approach to work	√	
14. Good time management skills and able to prioritise work	√	
15. Energy and enthusiasm	√	
16. Able to keep calm in difficult situations	√	
14. Ability and willingness to take direction and follow Academy procedures	√	
15. Ability to act on own initiative, dealing with any unexpected problem that arise	√	