

**POST TITLE:** **RECEPTIONIST/ADMINISTRATIVE ASSISTANT**

**PAY:** Scale 3, pt 15 - £21,430 (pro-rata), (actual salary £19,188)

**RESPONSIBLE TO:** Office Manager

**WORKING HOURS:** 9.00 a.m. – 5.00 p.m. Full time, term time only (35 hours per week) Monday to Friday (including 1 hour for lunch)

**REQUIRED FROM:** October 2018

**Purpose:**

- To be an ambassador for Conisborough College when meeting parents and other visitors and to act as the first point of reference when people arrive.
- To provide clerical and administrative support to the Senior Leadership Team, Office Manager and other staff whilst executing the role of receptionist/administrator.
- To carry out clerical and administrative duties within the administrative team to ensure the smooth and efficient operations of the school.
- To provide, under the directive of the Office Manager, provision of effective administration and all that this implies.
- To ensure under the directive of the School Business Manager, requirements of the Health & Safety regulations are met.

**MAIN DUTIES**

**Organisation:**

- Contribute to the planning, development and organisation of the administrative support service systems, procedures and policies.
- To administer first aid to pupils, making necessary entries in the first aid book; informing parents if pupils need to go home and keeping the Headteacher's PA informed of cases where an accident report may be necessary

**Reception:**

- To act as first point of reference, receive callers, students, parents, supply teachers, visitors adhering to the school's child protection and health and safety policy and procedures. Field all telephone enquiries using the schools switchboard in a timely and efficient manner. Offer helpful, friendly, approachable service providing information about the school. Take appropriate action to refer callers to the most appropriate member of staff.
- Accept and sign for deliveries and ensure they are processed by the Site Team.
- To address pupil enquiries including directing them to the most appropriate member of staff able to deal with their needs and ensure their safety
- To take responsibility for accessing 'info@cc.Lewisham.sch.uk' emails, printing them off / forwarding as appropriate
- To organise the work of the pupil receptionist and liaise with the Head of Faculty with regard to the pupils on this duty.
- To ensure the safety of all stakeholders on site being vigilant ensuring no unauthorised entry, visitors sign in and out and are met by expectant staff and are aware of H&S whilst on the school site.

**Communication:**

- Sort and distribute mail, ensure staff receive telephone and email communications that are clear and accurate.
- To be responsible for postal records, the franking machine and for the dispatch of external post

- Process all visitors, prepare their passes and ensure they are fully briefed before entering the school.
- Communicate clearly messages across the school via radio and tannoy

**Administration:**

- To provide routine clerical support e.g. photocopying, filing, faxing, emailing, complete routine forms, laminating, collating and distributing information.
- Undertake typing, word-processing and other IT based tasks
- To be responsible as part of a team for maintaining up to date pupil files, dealing with staff requests for files and record keeping of their whereabouts
- To liaise with the school attendance officers regarding pupil removals from the school roll and the distribution of files
- To extract ex-pupil data from the school spreadsheet on pupil attainments / achievements
- To manage the arrangements for securing free school meal entitlement for relevant pupils and maintaining a FSM register on a weekly basis, ensuring those eligible are on the register
- To provide support/cover in the Secondary transfer of the new intake and be responsible for following up the transfer of pupil files from primary schools
- To provide support/cover in the in-year admission process and to request, follow up and obtain the files from the previous schools for these new pupils
- Undertake routine financial administration e.g. collect and record all income including trip money supporting in the organising of trips, input income and transactions.
- Book meeting rooms, facilitate and support the catering for functions and to assist with parent consultation meetings, open evenings' etc. providing support for all school events as and when required.
- To check stock / stationery requirements of the administrative team and order as necessary
- Provide personal, administrative and organisational support to other staff
- Provide administrative and organisational support to governors as and when required.
- Undertake other task that maybe reasonably expected of the post.
- To carryout duties across the administrative teams to ensure a smooth and efficient deliverance of service to all stakeholders.
- To personally meet deadlines set

**Resources:**

- To operate relevant equipment and complex ICT packages
- Provide advice and guidance to staff, pupils and others
- Undertake research and obtain information to inform decisions.
- Assist with marketing and promotion of the school at all times

**Responsibilities:**

- Comply with and assist with the development of policies and procedures relating child protection, health and safety and security, confidentiality and data protection reporting all concerns to the appropriate person.
- To be aware of and support diversity and ensure equal opportunities for all.
- Contribute to the overall ethos and aims of the school
- Establish constructive relationships and communicate with other agencies and professionals
- Attend and participate in regular meetings.
- Participate in training and other learning activities and performance development as required.
- To implement change and innovation with a creative spirit
- Support the schools mission statement.

**Equalities:**

- Ensure implementation and promotion in employment and service delivery of the councils equal opportunities policies and statutory responsibilities.

This job description allocates duties and responsibilities but does not direct the amount of time to be spent on carrying them out and no part of it may be so construed.

This job description is not necessarily a comprehensive definition. It will be reviewed annually. The job description is current at the date shown but, in consultation with you, may be changed by the School Business Manager, to reflect or anticipate changes in the job commensurate with the salary and job title.

\_\_\_\_\_ Signature

\_\_\_\_\_ Date

## PERSON SPECIFICATION

<b>Title:</b>	<b>Receptionist/Administrative Assistant</b>	<b>Grade: Scale 3</b>
<b>Section:</b>	<b>Admin</b>	<b>Post No. CC:AD/RP/AM</b>
<b>Report To:</b>	<b>Office Manager</b>	

**Successful candidates are likely to be able to give evidence in support of all or most of the following:**

### **Experience [essential requirement]**

- Experience of working as a receptionist and understanding the importance of first point of contact.
- Experience of development, management and operation of administrative systems.

### **Qualifications/Training [essential requirements]**

- Possess appropriate qualifications NVQ 2 or equivalent and / or experience in a similar role.
- Be ICT literate and be able to operate software at an intermediate level.
- Good numeracy/literacy skills

### **Knowledge/Skills [essential requirements]**

- Be able to use office equipment effectively and efficiently and other specialist equipment/resources
- Possess the ability to time manage and prioritise effectively in a busy office environment.
- Be able to deal discretely with confidential information.
- Be able to self evaluate learning needs and actively seek learning opportunities.
- Show evidence of continued professional development.
- Able to carry out administrative tasks with efficiency and keep accurate records
- Have an awareness of the implications of various school policies
- Show evidence of continued professional development.
- Full working knowledge of relevant policies/code of practice and awareness of relevant legislation.
- Ability to review office systems

### **People, Relationships and Communications [essential requirement]**

- Be able to relate to all students, staff and parents in a positive and constructive way.
- Be part of a whole school team which seeks and develops a variety of opportunities to support and work with students.
- Be able to work on own initiative as well as follow instructions
- Be helpful, friendly and approachable.
- Possess integrity, optimism, resilience, calmness and a sense of proportion.

- Be able to work constructively as part of a team, understanding the roles and responsibilities of others and your own position within these.
- Possess good written and verbal communication skills.

**Other [essential requirement]**

- Punctual and good attendance

**Circumstances**

The person undertaking this post must have a current CRB. If a candidate does not have this status then they will be required to complete an application only if recruited to this post.

Conisborough College is committed to safeguarding and promoting the welfare of children and young people. The successful candidate must be able to satisfy an enhanced police / Security Criminal Records Bureau check (CRB).

**Equal Opportunities**

Understanding of and commitment to the Council's/School's equal opportunities policies.

**Physical**

Generally must meet the London Borough of Lewisham requirements for the post.