



BOROUGHBRIDGE HIGH SCHOOL

JOB DESCRIPTION

POST: PASTORAL ADMINISTRATOR AND RECEPTIONIST	
GRADE: D (SCP 4 – 6)	
RESPONSIBLE TO: PA to Headteacher	
STAFF MANAGED: None	
POST REF:	JOB FAMILY: 2
JOB PURPOSE:	To provide a school reception and administrative support service to the school under the direction or instruction of the Personal Assistant to the Headteacher. The post holder is accountable for decision making, short term planning and dealing with unexpected problems within the school reception area. This role may involve the post holder demonstrating their own duties and providing advice and guidance to the students, staff, visitors and others.
JOB CONTEXT:	<p>Works within the busy environment of the school office/reception area, assisting in the management of the day to day running of reception as required, along with other school administration, in particular Pastoral.</p> <p>Excellent organisational skills are essential in order to deal with the variety of tasks that need to be undertaken. This role will also involve managing the phone-line, receiving and forwarding calls/messages and updating data systems.</p> <p>Enhanced DBS clearance required</p>
ACCOUNTABILITIES / MAIN RESPONSIBILITIES	
Operational Issues	<p>Reception</p> <ul style="list-style-type: none"> • Distribute and reply to School Admin emails • Answer the phone - pass messages to and return messages on behalf of teaching staff • Open and distribute incoming mail • Ensure all outgoing mail is franked accordingly and ready in time to be taken to the post office at the end of the day • Allocate room changes • Reset Realsmart accounts for students as required • Take phone payments for school trips etc. and process through ParentMail • Send emails/school letters via ParentMail • Reset student system passwords • Deal with emergencies and find senior/appropriate staff, including for emergency cover • Assist teaching and non-teaching staff with administration queries • Produce and print certificates • Order stationery supplies • Assist with general typing as required • Assist with the filing of general student records throughout the school year and the filing and destruction of general student records and admin documentation at the end of the school year • Ensure bulk photocopying requests are dealt with in a timely manner

	<ul style="list-style-type: none"> • Assist in the preparation on Parents Evening. Collate parent feedback forms for every Parents Evening. Email results and comments to SLT • Assist the Office Manager with the School Census • Provide Library cover as required • Take students up and down in the lift as required <p><u>Pastoral</u></p> <ul style="list-style-type: none"> • Update and maintain attendance registers on a daily basis • Follow up student absence, sending daily texts and weekly letters to parents re unexplained absence. H Ingham letters LEG1,2,3,4 &5. Letter 1 and 2, New no contact letter • Update lesson by lesson registers on ePortal where teaching staff have not been able to do so • Update and print daily fire registers for both students and staff • Update the ePortal Behaviour Management system on a daily basis with detention information for all students who arrive late to registration • Print lists of students who are on lunch time detention and deliver them to the relevant teacher who will escort those students to the detention room at the beginning of lunch • Print daily reports for C3,C4 & CS and sent out letters • Print weekly report for Negatives and email to all staff on Friday afternoon, ready for Monday morning detention • Prepare documents for Parent's Evenings <p><u>Student Data</u></p> <ul style="list-style-type: none"> • Oversee the filing of student's general records, ensuring it is completed on a regular basis Oversee the archiving of student and admin documentation at the end of the school year, ensuring clear labelling of documentation and destruction date details • Oversee the destruction of student's general records and admin documentation at the end of the school year, ensuring it is completed in line with the Records Retention Schedule <p><u>First Aid</u></p> <ul style="list-style-type: none"> • Provide first aid treatment to students and staff • Provide medical assistance to students suffering from specific medical conditions
Communications	<ul style="list-style-type: none"> • Communicate effectively with other staff, Governors, visitors, contractors, pupils and their families/carers • Undertake reception service to the school, acting as the first point of contact in dealing with routine phone calls, taking messages and greeting visitors • Attend staff meetings and training days by agreement
Resource/People management	<ul style="list-style-type: none"> • Assist senior staff with budget preparation and revision as necessary • Assist budget holders with enquiries • Monitor the school budget on a regular basis. In addition to maintaining computerised records this involves liaison with the Assistant Business Manager • Undertake the administration of all accounts relating to the school, including handling of small amounts of cash, payments of bills and invoices, reconciliation of bank statements and preparation of month end returns etc.

	<ul style="list-style-type: none"> • Monitor stock levels, order office materials, equipment and services, negotiate on prices with suppliers and check incoming orders • Assist in the induction of new employees • Attend staff meetings and training days and management team meetings by agreement with the Assistant Business Manager • Participate in the schools performance management scheme • Highlight additional training and supervision needs to build on your skills and knowledge. • Participate in training and other learning activities and performance development as required.
Safeguarding	<ul style="list-style-type: none"> • Know about data protection issues in the context of your role • Maintain confidentiality as appropriate • Be responsible for promoting and safeguarding the welfare of children and young people that you are responsible for and come into contact with, by knowing who to report your concerns to • Have an awareness and basic knowledge where appropriate of the most recent legislation
Systems and Information	<ul style="list-style-type: none"> • Be aware that different types of information exist (for example, confidential information, personal data and sensitive personal data), and appreciate the implications of those differences • Share information appropriately – in writing, by telephone, electronically and in person • Maintain and update accurate computerised and manual records as required
Data Protection	<ul style="list-style-type: none"> • Ensure Privacy Notices are provided to new learners and their parents and to students who reach the age of 16 • Ensure responses to Privacy Notices are recorded correctly on the school's MIS • Ensure the Local Authority is notified of any Learners who opt out of their information being passed on <p>Comply with the County Council's and Boroughbridge High School's (BHS) policies and supporting documentation in relation to Information Governance this includes Data Protection, Information Security and Confidentiality</p>
Health and Safety	Be aware of and implement your health and safety responsibilities as an employee and where appropriate any additional specialist or managerial health and safety responsibilities as defined in the Health & Safety Policy and procedure
Equalities	<p>We aim to make sure that services are provided fairly to all sections of our community, and that all our existing and future employees have equal opportunities</p> <ul style="list-style-type: none"> • Ensure services are delivered in accordance with the aims of the equality Policy Statement • Develop own understanding of equality issues
Flexibility	BHS provides front line services, which recognises the need to respond flexibly to changing demands and circumstances. Whilst this job outline provides a summary of the post, this may need to be adapted or adjusted to meet changing circumstances. Such changes would be commensurate with the grading of the post and would be subject to consultation. All staff are required to comply with County Council Policies and Procedures
Customer Service	BHS requires a commitment to equity of access and outcomes, this will include due regard to equality, diversity, dignity, respect and human rights

	<p>and working with others to keep vulnerable people safe from abuse and mistreatment</p> <p>BHS requires that staff offer the best level of service to their customers and behave in a way that gives them confidence. Customers will be treated as individuals, with respect for their diversity, culture and values.</p> <p>Understand your own role and its limits, and the importance of providing care or support</p>
Date of Issue:	February 2019