



**Thames Learning Trust**  
**Phoenix Infant Academy**  
**Receptionist/Administrator**

<b>Responsible to:</b>	<b>Principal</b>
<b>Salary</b>	Level 3 (5-7)
<b>Hours</b>	Full-Time, Term Time Only

**Main purpose of the job**

The Receptionist/Administrator is responsible for supporting with the administrative, financial and organisational processes within the school. They will also act as the initial point of contact for parents, visitors and other stakeholders so will be an ambassador for the school and embody the value, vision and ethos of the school in all interactions.

**Main Areas of Accountability**

- Carry out general reception duties, meet and greet visitors, answer incoming calls and take appropriate action. Creating a professional and welcoming reception for all visitors and parents and all visitor checks and health and safety processes are in place to monitor entry in and out of the school
- Provide general administration support as required to include preparing emails, letters, filing, photocopying/email or text communication and distribute to parent/carers when required
- Organise and collate information from class registers, inputting data as required
- Update and maintain the school MIS system (SIMS & CPOMS)
- Assist in the organisation of school trips in cooperation with other staff. This includes ensuring that staff and external providers (e.g. coach companies) have completed all associated risk assessments
- Assist with organisation of parents' evenings and other meetings and events, including the organisation of rooms and equipment, and providing refreshments as required
- Provide advice and guidance to staff, pupils and others on administration systems and events that take place in school and direct them to appropriate share point resources
- Assist managing the school's email inbox, ensuring the school meets its expected response times and emails are forwarded to the relevant staff member as necessary in an expected time period
- Manage and organise completed forms from parents
- Report any issues with the school's IT systems via the appropriate procedure
- Assist with the induction process for new pupils
- Organise and distribute incoming and outgoing post
- Manage internal finance administration of orders in line with TLT procedures, including placing orders, checking deliveries on arrival and collating paperwork
- Ensure that new stock is put away on the day of delivery and that the reception area is clear of deliveries
- Maintain the operation of the printer and photocopier to ensure it's ready to use at all times, resolving any

issues as necessary

- Keep records in accordance with the school's record retention schedule and data protection law, ensuring information security and confidentiality at all times
- Ensure the office and reception area are kept tidy, organised and in good order at all times, making sure there are sufficient office resources available
- Update and maintain extra-curricular club registers and support provider to record attendance
- Manage school facing aspect of Parent Pay, including setting up new records for pupils, payment items as and when required and removing leavers.
- Administer and manage the Free School Meals adhering to specified timescales
- Provide First Aid to students when required
- Adhere to the GDPR guidance at all times
- Monitor and maintain an accurate record of pupil attendance, producing reports as necessary
- Monitor the late arrival of pupils and contact parents/carers to identify reasons for non-attendance, ensuring all safeguarding procedures are recorded on CPOMS
- Control access to the school in line with the school's safeguarding procedures, including signing-in visitors, checking identification as necessary, issuing passes and notifying them of safeguarding and safety procedures
- Be alert to unknown individuals on the school premises and report any concerns in line with the school's procedures
- Undertake training required to develop in the role where applicable
- Ensure all duties and responsibilities are undertaken in line with the school's health and safety policy

#### **Other**

The list of duties in this job description is neither exclusive nor exhaustive. There will be other duties and responsibilities associated with the role and, in addition, as a term of your employment you may be required to undertake various other duties as reasonably requested.

#### **Confidentiality**

During the course of employment you may see, hear or have access to, information on matters of a confidential nature relating to the work of Thames Learning Trust. Under no circumstances should such information be divulged or passed on to any unauthorised person or organisation.

#### **Safeguarding Children & Health and Safety**

We are committed to safeguarding and promoting the welfare of children and expect all staff and volunteers to share this commitment. Any offer of employment is subject to satisfactory references, social media check and an enhanced DBS check. This post is exempt from the Rehabilitation of Offenders Act 1974.