

SUPPORT STAFF

JOB DESCRIPTION

ROLE TITLE	Reception and administrative assistant
CONTRACTED HOURS	30 hours per week, 39 working weeks per year
LOCATION	Abbots Green Academy
GRADE / SCALE POINT – SALARY	Grade 3 Point 4
REPORTING TO	Office Manager

INTRODUCTION

All Unity Schools Partnership schools embrace a strong set of values which ensure that pupils learn how to take their place in modern Britain. Every member of staff is required to uphold and promote the values of the Trust in every aspect of their work performance.

JOB PURPOSE

To be the first point of contact for all visitors to the school, to compile and maintain pupil records and provide other clerical and administrative support to the school.

KEY TASKS AND RESPONSIBILITIES

Reception:

- Act as first point of contact for visitors and carry out security and safeguarding procedures, ensuring that all visitors sign in and out and are issued with ID badges
- Notify appropriate member(s) of staff of the arrival of visitors. Ensure that visitors do not enter the main school building without an escort, unless this has been authorised by the person they are visiting
- Act as the central information and communication point with regard to queries and requests for information from parents and other individuals / organisations
- Control pupils' signing in and out during school hours
- Take delivery of items. Notify the addressee to arrange removal. Arrange for return of items as requested
- Make, receive and redirect telephone calls, including voicemail, text and email communications. Take messages and ensure that these are passed on as quickly as possible

Clerical and Administrative Support:

- Arrange refreshments and hospitality, as required
- Assist in maintaining the school information management system (SIMS) with regard to all pupil records
- Prepare routine correspondence for parents, carers and others in pursuit of the above duties or otherwise as required and/or instructed by the Line Manager / Headteacher
- Provide general administrative back-up to the Administration team as required
- Create any other routine documents as required by the Line Manager / Headteacher
- Carry out filing, photocopying, distribution of correspondence and other general office duties as required

- Update the school's computerised administrative systems including security of data, in accordance with the school's and wider Trust's procedures and deadlines
- To work alongside the School Business Manager to process finance within the school, using PSF.

SAFEGUARDING

Unity Schools Partnership is committed to safeguarding and promoting the welfare of children and young persons at all times.

The post holder, under the guidance of the Headteacher, will be responsible for promoting and safeguarding the welfare of all children with whom he/she comes into contact, in accordance with the Trust's and the school's safeguarding policies. The post holder is required to obtain a satisfactory Enhanced Disclosure from the Disclosure and Barring Service (DBS).

GENERAL

1. Actively contribute to and promote the overall ethos and values of the School and the wider Trust.
2. Participate in training and other learning activities and performance development as required.
3. Maintain consistent high standards of professional conduct, tact and diplomacy at all times in dealings with pupils, parents, staff colleagues, external agencies and any other visitors to the school or wider Trust.
4. Maintain absolute confidentiality and exercise discretion with regard to staff / pupil information and the Trust's business at all times.
5. Act as an ambassador for the School and the wider Trust within the local community and beyond, ensuring that the ethos and values of the Trust are promoted and upheld at all times.
6. Undertake any other reasonable tasks and responsibilities as requested by the Headteacher or a member of the Senior Leadership or Trust Executive Leadership Teams which fall within the scope of the post.

PERSON SPECIFICATION

CRITERIA	ESSENTIAL	DESIREABLE
KNOWLEDGE		
Technical or Specialist	<ul style="list-style-type: none"> NVQ or equivalent in a relevant subject 	<ul style="list-style-type: none"> Knowledge of School / Trust computer systems
Literacy and Numeracy	<ul style="list-style-type: none"> Secondary education up to GCSE level or equivalent with a grade C in English and maths Computer literate Demonstrable expertise in a range of relevant office / finance procedures Ability to set out letters / emails / other documents and to use grammar correctly Able to maintain routine records e.g. school meals, sale of tickets, supplies 	<ul style="list-style-type: none"> Knowledge of computer systems relevant to the school, including SIMS
Organisational	<ul style="list-style-type: none"> Commitment to promoting the ethos and values of the school and getting the best outcomes for all pupils 	<ul style="list-style-type: none"> Knowledge of Trust's administrative procedures e.g. ordering / incoming and outgoing post Knowledge of basic health & safety responsibilities and safeguarding procedures.
Equipment / materials	<ul style="list-style-type: none"> High level, accurate keyboard skills Able to use / operate general office equipment 	
Problem solving	<ul style="list-style-type: none"> Ability to check stock deliveries accurately. Identify variations from accepted patterns or missing documentation or other unusual aspects and investigate or refer upwards Resolve day-to-day problems. Know when it is appropriate to refer upwards 	
Planning	<ul style="list-style-type: none"> Organised and methodical approach to preparation and co-ordination of school activities e.g. transition and sports days, trips, awards evenings Able to work under pressure and prioritise own workload effectively 	

Interpersonal and Communication	<ul style="list-style-type: none"> • Clear speaking voice • Tact and diplomacy second nature • Articulate with a good grasp of the English language • Ability to remain calm under pressure • Patience and tolerance when dealing with parents / pupils who may be upset or appear unreasonable • Understanding of the necessity and ability to maintain absolute confidentiality • Pleasant and helpful telephone and face-to-face manner • Ability and willingness to function effectively as part of a team 	
Keyboard	<ul style="list-style-type: none"> • High level keyboard skills 	
Manual skills	<ul style="list-style-type: none"> • Routine manual handling skills 	
Level of Autonomy	<ul style="list-style-type: none"> • Able to make day-to-day decisions about own workload, within clear guidelines and procedures. Supervisory assistance is available most of the time • Able and willing to use own initiative in solving semi-routine tasks. Know and understand when to refer upwards 	