# JOB DESCRIPTION

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| **School: Generic** | **Is this description a generic JD? Yes** |
| **GRADE: G3** | **JEM Number: 01-155**<br>**Enhanced DBS Required? Yes / No** |
| **JOB TITLE: Receptionist/Administrator** | |
| **REPORTS TO :** Headteacher or other designated person | |

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| **1.** | **PURPOSE OF JOB:**<br>To provide an efficient frontline assistance for visitors/staff to school<br>To provide general administrative support to ensure the smooth running of the school to include First Aid duties and responsibilities | |
| **2.** | **MAIN RESPONSIBILITIES, TASKS & DUTIES** | |
| | i. | Be first in line to answer telephone calls and deal with message/queries and enquiries |
| | ii. | To provide administrative support including filing, word processing, reprographics and data input |
| | iii. | Greet all visitors to the school and ensure that their purpose is efficiently dealt with |
| | iv. | Be responsible for school Lost Property |
| | vi | Ensure that all messages are recorded and distributed to the appropriate person |

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| **3.** | **MANAGEMENT OF PEOPLE**<br><br>**SUPERVISION OF PEOPLE**<br><br>No formal management or supervision required |
| **4.** | **CREATIVITY AND INNOVATION**<br><br>Work generally within set procedures and guidelines requiring occasional creative solutions to routine problems |
| **5.** | **CONTACTS AND RELATIONSHIPS**<br>Daily contact with staff and students. Regular contact with members of the public and external agencies |
| **6.** | **DECISIONS** |

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| | a) **Discretion**<br><br>Work is carried out within clearly defined policies and procedures and advice can be sought from Line Manager |
| | b) **Consequences**<br><br>Impact likely to remain local and any errors would be quickly identified and remedied |
| **7.** | **RESOURCES**<br><br>Postholder may be required to handle cash in line with school finance policy. Postholder may also handle lost property |
| **8.** | **WORK ENVIRONMENT** |
| | a) **Work Demands**<br><br>Work is subject to frequent interruptions due to reception/telephone duties. This is part of the role and therefore does not cause any significant change to the overall tasks to be carried out |
| | b) **Physical Demands**<br><br>General office work, which may involve long periods working at the computer |
| | c) **Working Conditions**<br><br>School office environment |
| | d) **Work Context**<br><br>Potential risk of verbal/physical abuse whilst undertaking front line work |
| **9.** | **KNOWLEDGE AND SKILLS**<br><br>A minimum of one years experience in a similar role<br>ICT literate<br>Keyboard skills<br>Desirable – First Aid qualification |
| **10.** | **GENERAL** |
| **Job Evaluation -** This job description has been compiled to allow the job to be evaluated using the GLEA Job Evaluation scheme as adopted by the County Council. | |
| **Other Duties -** The duties and responsibilities in this job description are not exhaustive The postholder may be required to undertake other duties that may be required from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the postholder. | |
| **Equal Opportunities -** The postholder is required to carry out the duties in accordance with Council Equal Opportunities policies. | |
| **Health and Safety -** The postholder is required to carry out the duties in accordance with the Council Health and Safety policies and procedures. | |

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| **Safeguarding -**. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work. | | | |
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| | Name: | Signature: | Date: |
| Job Description written by:<br>[Manager] | ..... | ..... | ..... |
| Job Description agreed by:<br>[Postholder] | ..... | ..... | ..... |
| Note: Qualifications and Experience headings are included in the Person Specification, see 'Using Competencies in Recruitment & Selection' in the Employment Manual on George.<br><br>Guidance on the completion of this JD is available from your Directorate HR Adviser. | | | |
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