

SIR WILLIAM ROBERTSON ACADEMY

JOB DESCRIPTION

JOB TITLE:

**Receptionist/
Administration Assistant**

Adapted from Lincs CC JD 01-155

REPORTS TO [Job Title]:
School Business Manager

1. PURPOSE OF JOB: *In one or two sentences describe the scope and objectives of the post and the service provided*

To provide front line reception assistance for all visitors to the school. To assist the administration team in the provision of clerical/admin duties to facilitate the smooth running of the School Business Management function.

2. MAIN RESPONSIBILITIES, TASKS & DUTIES

i To carry out prime reception contact duties, act as first contact for visitors to the school - receiving them, signing them in using Inventory system, checking ID/DBS status.

ii To answer telephone calls and deal with any associated queries/issues in the first instance. To relay messages by telephone, email or in person.

iii To attend to enquiries from pupils and staff visiting the office and other visitors to the school.

iv To organise vaccinations programmes and school photo shoots.

v To type general correspondence for staff, when requested and provide general administration support to the School Business Management function – including specific assistance with Trips administration.

vi To deal with administration and distribution of revision guides; Year Books and Year 11 Hoodies.

vii To coordinate and organise prefects for whole school functions (including Parents', Open & Induction Evenings) and attend these events to provide information to parents and students.

viii To deal with incoming and outgoing post (including franking and collection service) and incoming deliveries.

ix To be responsible for caretaking pupil medication, including keeping a record log of when medication is administered for pupils with a range of different medical conditions (eg diabetes, epilepsy, etc).

	x	To deal with the school's 'enquiries' e-mails and email departments for details of 'Fearless Learners'
	xi	To distribute stationery and uniform stock and deal with routine ParentPay enquiries.
	xii	To attend to poorly children and liaise with HOH team re any associated concerns.
3.	MANAGEMENT OF PEOPLE <i>[full managerial responsibility e.g. recruit, appraise, discipline etc]</i> No specific line management responsibility, although shares team responsibility for supporting colleagues and pupils in daily school life. SUPERVISION OF PEOPLE <i>[i.e. day to day supervision of & quality check of work]</i> As above.	
4.	CREATIVITY AND INNOVATION <i>What innovative and imaginative responses to issues are required to resolve problems?</i> Scope to use initiative encouraged, within a general framework of recognised procedures.	
5.	CONTACTS AND RELATIONSHIPS <i>What personal contacts and relationships are required with other people and organisations to carry out the job?</i> Day to day contact with colleagues, pupils, parents and other external bodies on routine school matters.	
6.	DECISIONS <i>A requirement to make decisions or recommendations. The extent to which policies, procedures or other guidelines affect your decisions.</i>	
	a) Discretion – <i>The postholder has the following discretions:-</i> Duties are carried out within general framework of recognised procedures. Advice can be sought from line manager.	
	b) Outcomes – <i>The desired measurable outcome(s):-</i> Timely and efficient support, contributing to the smooth running of the Office.	
7.	RESOURCES <i>The postholder is personally accountable/responsible for the following:-</i> General office equipment needed to carry out tasks – PC, telephone. Collecting money in line with school procedures.	
8.	WORK ENVIRONMENT	
	a) Work Demands – <i>Impact of deadlines and changing and conflicting priorities.</i> Work is subject to constant interruptions from reception/telephone duties.	
	b) Physical Demands – <i>Continuing physical effort, bending, lifting, pushing etc</i> General office work. May involve long periods of working at the computer.	
	c) Working Conditions – <i>Exposure to disagreeable or unpleasant conditions.</i> Work is carried out in a well lit, suitable office environment.	

	<p>d) Work Context – <i>Potential risk to safety & well being, including abuse and aggression</i> Contact with pupils, staff, parents and carers on routine/non-contentious matters. Such scenarios may present limited exposure to abuse/aggression.</p>		
9.	<p>KNOWLEDGE AND SKILLS <i>required to be fully competent in the post</i> No formal qualifications required. Computer literate, with accurate data entry skills. Excellent communication/interpersonal skills. Organised.</p>		
10.	<p>GENERAL</p>		
<p>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.</p>			
<p>Equal Opportunities - The postholder is required to carry out the duties in accordance with SWRA Equal Opportunities policies.</p>			
<p>Health and Safety - The postholder is required to carry out the duties in accordance with the SWRA Health and Safety policies and procedures.</p>			
	Name:	Signature:	Date:
Job Description written by: [Manager]
Job Description agreed by: [Postholder]