

Manchester City Council

Job Description

Administrative Support, Grade 2

The post holder will report to the School Business Manager although day-to-day supervision will be through the Administration Officer within the School Support Team.

Main Purpose of the Job:

To work collaboratively with all staff and parents in order to support student well being and to promote the five outcomes of Every Child Matters

Under the direction/instruction of the Administrative Support Office Supervisor, to provide a responsive multi-line switchboard and reception service to the school.

Main Duties

1. To provide a responsive multi-line switchboard and reception service to the school, involving answering a high volume of calls, maintaining a rapid response rate, directing calls to their destination, and taking and distributing messages, in line with agreed standards.
2. Act as the first point of contact for all visitors to the School, signing in visitors where appropriate.
3. Communicate and liaise with parents, suppliers, visitors, enquirers, staff and students, and interpret and respond clearly and effectively to requests and enquiries over the phone or in person, and to verbal or written instructions.
4. Establish and maintain effective working relationships with staff and the general public.
5. Sort and distribute inbound post, and ensure outbound post is correctly collated, stamped and readied for collection.
6. To maintain manual and computerised records, and to use I.T. systems effectively to provide reports and statistics.
7. Undertake all other reception and routine clerical and administrative support duties, including the sending and receiving of faxes, filing, and the distribution of staff recruitment packs.
8. To assist with pupil welfare duties including the supervision of students at lunchtime under the agreed system for the school to ensure the safety and welfare of pupils.
9. To assist with pupil first aid and welfare duties, including looking after sick pupils, liaising with parents and staff etc

10. To assist with school administrative duties including exam invigilation as part of the agreed system for the school.
 11. To work as part of a team to support colleagues and contribute to the vision and ethos of the school.
 12. To undertake personal development to improve own practice.
 13. Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and external communications.
 14. Participate and actively contribute to improving service standards and promoting a culture of customer care within the service.
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Where the postholder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job. If, however, a certain task proves to be unachievable, job redesign will be fully considered.

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Person Specification

Receptionist

For this job we are looking for:

Experience of working in a reception or customer service environment.

Good communication skills, for effective interaction with service users, colleagues and members of the public.

Willingness to work as part of a team to ensure high quality standards.

Ability to work on own initiative, to be proactive, and to plan own workload.

Ability to operate various software packages, or willingness to undertake relevant training, e.g. Microsoft Word and Excel, and information technology systems and equipment.

Good literacy and numeric skills to accurately complete and maintain relevant records and produce reports.

Willingness to abide by the City Council's and Governors' various policies.

Personal Style and Behaviour

Tact and diplomacy in all interpersonal relationships with the public, pupils and colleagues at work.

Self motivation and personal drive to complete tasks to the required timescales and quality standards.

The flexibility to adapt to changing workload demands and new school challenges.

Personal commitment to ensure services are equally accessible and appropriate to the diverse needs of the service users.

Personal commitment to continuous self-development.

Personal Commitment to continuous service improvement.

Personal commitment to the school's professional standards, including dress code, at all times

Be willing to consent to and apply for an enhanced disclosure to a CRB (Criminal Records Bureau) check.