**Job Description**

**Post Title: Administrative Assistant & Receptionist**

**Location: Derby Moor Spencer Academy**

**Salary/Pay Range: NJC2 – NJC6**

**Hours of work: Full Time (37 hours per week), Term Time Plus Two weeks**

**Reporting to: Office Manager**

**Purpose of Role**

* To provide administrative support as part of the Student Services team and be the first point of contact for the school for enquiries.
* To welcome visitors, referring them to the appropriate member of staff and answering questions related to the school.

**An Administrative Assistant / Receptionist should also attend the following meetings:**

* All whole school staff meetings
* Faculty Team Meetings, and any other meetings as appropriate
* New Staff Induction and additional training thereafter as required

**Nature and Scope**

Working as part of this important team you will be required to carry out the following duties below. The nature of the Academy requires some of these tasks to be done regularly whilst others will be on an annual cycle. **The successful candidate will be expected to work two weeks over the summer holiday period directed by the Principal to meet the needs of the Academy.**

The post holder will be expected to use all Trust standard computer hardware and software packages where appropriate.

**Main Duties and Responsibilities:**

**Part One: Wider professional responsibilities**

* To make a positive contribution to the wider life and ethos of the school
* To develop effective professional relationships with colleagues, knowing how and when to draw on advice and specialist support
* To contribute to school Quality Assurance processes, Self-Evaluation and School Improvement Planning
* To be part of the cover / buddy rota for Support Staff
* To be part of the cover / buddy rota for First Aid provision (training will be provided)

**Part Two: Administrative Assistant**

**Attendance Administration**

* To carry out administration for students signing in and out of school
* To monitor attendance and contact parents in connection with unexplained absences
* To carry out administration ensuring registers are completed and up to date
* To carry out the administration for absence requests, lates, exclusions and other communications
* To maintain all relevant records and complete all relevant filing

**Clerical Support**

* To provide clerical support for:
* Student Achievement & Behaviour
* Awards & Open Evenings
* Induction & Transition Days & Evenings
* Review Days
* To organise refreshments for meetings and replenish refreshments in conference room / LH01
* To manage SOC requests
* To produce documents and reports etc. using the full Microsoft office applications including Word, Excel and PowerPoint
* To provide clerical and administrative support as required
* To check and process student records
* To maintain relevant records and complete all filing
* To deal with general enquiries from staff, students and parents
* To label/re-label pigeon holes as required
* To complete other duties as reasonably required by line manager

**Part Three: Receptionist**

* To manage the school’s main telephone system
* To operate main reception doors/barriers and ‘No entry Sign’ as directed by SLT
* To be the school’s first point of contact with all visitors and callers, responding appropriately to all requests and queries
* To liaise with External Agencies and other official departments as directed
* To arrange for students to be taken out of classes for SLT requirements and parent requests
* To book and cancel appointments as necessary
* To carry out administrative typing as directed
* To sign for post and deliveries as required
* To maintain all relevant reception records
* To meet and greet visitors to the school
* To book Medical appointments for the school nurse and inform students, Year Managers and Student Services of the appointments
* To use the radio/PA system as directed by SLT
* To monitor signing in and out for staff/visitors/mini bus keys/ hall projector/seat controller

**Part Four: Other duties**

* To be part of the cover rota for Support Staff
* To distribute external and internal mail as required
* **First Aid Cover will be required (Training will be provided)**

**Personal and Professional Conduct:**

**An Administrative Assistant / Receptionist is expected to demonstrate consistently high standards of personal and professional conduct. The following statements define the behaviour and attitudes which set the required standard for conduct throughout their career.**

* **Administrative Assistant / Receptionists** uphold public trust in the profession and maintain high standards of ethics and behaviour, within and outside school, by:
* treating students with dignity, building relationships rooted in mutual respect, and at all times observing proper boundaries appropriate to their professional position.
* having regard for the need to safeguard students’ well-being, in accordance with statutory provisions
* showing tolerance of and respect for the rights of others
* not undermining fundamental British values, including democracy, the rule of law, individual liberty and mutual respect, and tolerance of those with different faiths and beliefs
* ensuring that personal beliefs are not expressed in ways which exploit students’ vulnerability or might lead them to break the law
* **An Administrative Assistant / Receptionist** must have proper and professional regard for the ethos, policies and practices of the school in which they teach, and maintain high standards in their own attendance and punctuality
* **An Administrative Assistant / Receptionist** must have an understanding of, and always act within, statutory frameworks

**Pastoral Guidance:**

It is the duty of an Administrative Assistant / Receptionist to promote the general progress and well-being of individual students.

**Safeguarding**

Ensure that you act according to the principles of best practice, and in accordance with the requirements of the Keeping Children Safe in Education guidance, as issued by the Department for Education.

**General**

* Work in a professional manner and with integrity and maintain confidentiality of records and information.
* Be aware of and comply with all Trust policies including in particular IT, Health and Safety and Safeguarding.
* Participate in the Trust Professional Performance Review process and undertake professional development as required.
* Adhere to all internal and external deadlines.
* Contribute to the overall aims and ethos of the Spencer Academies Trust and establish constructive relationships with nominated Academies and other agencies as appropriate to the role.
* Ensure that you act according to the principles of best practice, and in accordance with the requirements of the Keeping Children Safe in Education guidance, as issued by the Department for Education.
* All job descriptions are subject to change as the needs of the academy changes.
* These above-mentioned duties are neither exclusive nor exhaustive, the post- holder maybe required to carry out other duties as required by the Trust.

**Additional Information**

**The Spencer Academies Trust is committed to safeguarding and promoting the welfare of all our students and expects all employees and volunteers to share this commitment. All posts are subject to enhanced DBS checks and completion of Level 2 safeguarding training.**

|  |  |
| --- | --- |
| **Name:**  |  |
| **Signature:**  |  |
| **Date:**  |  |

**Person Specification – Administrative Assistant & Receptionist**

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Qualifications and experience**  |
| * Good standard of education especially with regard to literacy and numeracy skills.
 | ✓ |  |
| * GCSE Maths and English grade C or equivalent
 | ✓ |  |
| * Previous experience in an education environment
 |  | ✓ |
| * Experience of working with students, parents and professionals
 |  | ✓ |
| * Experience of training and knowledge in relation to the code of practice
 |  | ✓ |
| * Experience and understanding of safeguarding and child protection procedures
 |  | ✓ |
| **Knowledge and skills** |
| * Good verbal and written communication skills appropriate to the need to communicate effectively with colleagues, students, parents/carers and other professionals
 | ✓ |  |
| * Ability to work constructively as part of a team, understanding school roles and responsibilities including own
 | ✓ |  |
| * Good standard of numeracy and literacy skills
 | ✓ |  |
| * Ability to use basic ICT packages and equipment effectively
 | ✓ |  |
| * Working knowledge of relevant policies and procedures, and awareness of relevant legislation
 | ✓ |  |
| **Personal qualities** |
| * Strong interpersonal skills and the ability to maintain strict confidentiality
 | ✓ |  |
| * Efficient and meticulous organisation
 | ✓ |  |
| * Able to follow direction and work in collaboration with the leadership team
 | ✓ |  |
| * Able to effectively manage workload
 | ✓ |  |
| * Commitment to the highest standards of child protection and safeguarding
 | ✓ |  |
| * Recognition of the importance of personal responsibility for health and safety
 | ✓ |  |
| * Commitment to the school and Trust’s ethos and values.
 | ✓ |  |