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Job Description

Job Title: Administrative Assistant and Receptionist

Grade: B1

Conditions of Service: NJC

Responsible To: School Business Manager

Responsible For: N/A

Job Purpose: Admin and reception support

Responsibilities

- To work as part of the admin team, supporting colleagues to deliver an excellent administrative service.
- Undertake full reception duties, greeting visitors in a courteous, professional manner, assisting with the school's Safeguarding Policy by ensuring that all visitors are signed in and out.
- To carry out general admin duties to support the admin office including opening and distributing post and photocopying.
- To deal with incoming and outgoing emails and prepare routine correspondence such as arrangement meetings between parents and teachers.
- To carry out a range of admin duties such as coordinating coach travel, arrange supply cover, update the school website with calendar dates, book staff training, update pupil records and other routine tasks in accordance with established office procedures and flowcharts.
- To use IT applications and the school management information system (Arbor) effectively to deliver admin tasks.
- Support with the online booking system for parents evening.
- Support parents with navigating online payments and supporting the business manager with chasing overdue payments.
- To provide admin support to the school business manager assisting with the input of data onto the school's finance management system (Arbor Finance).
- To keep the reception area clean and tidy and to report any problems.
- To participate in appraisal, training and development activities as necessary to ensure up to date knowledge and skills.

- To improve own practice through observation, evaluation, discussion with colleagues and appropriate CPD programmes.
- To work collaboratively with colleagues, knowing when to seek help and advice.
- Contribute to the overall ethos, work, and aims of the school by attending relevant meetings, training days/events as requested.
- Be aware of and comply with the school and Leeds City Council policies and procedures e.g. child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Recognise and support individual differences, ensuring equality for all by working in a non-discriminatory way, while upholding and promoting the values, standards, and commitment to equal opportunities of the school and Leeds City Council.
- Recognise and appropriately challenge any incidents of racism, bullying, harassment, victimisation and any form of abuse of equal opportunities, ensuring compliance with relevant policies and procedures.
- To communicate effectively with customers and colleagues in relation to work undertaken.
- To work with others to help improve work organisation and effectiveness.
- To ensure promotion and support of Equal Opportunities and Health & Safety.
- To abide by the school health & safety policies and procedures.
- To ensure data protection and confidentiality is maintained at all times.

The duties outlined are not meant as an exhaustive list and will also comprise any other duties within the spirit of the post commensurate with the job evaluation outcome for this post.

PERSONAL SPECIFICATION

Essential Requirements:

It is essential that the Candidate should be able to demonstrate the following criteria for the post within the context of the specific role duties and responsibilities:

Candidates will only be shortlisted for interview if they can demonstrate on the application form that they meet all the essential requirements

Method of Assessment will be through one or more of the following: Application Form, Test, Interview, and Certificate

Skills Required

- Able to communicate effectively with a wide range of people.
- Able to file, retrieve, sort and complete documents accurately.
- Able to use a range of office equipment (eg printers, photocopiers, basic telephone switchboard etc) to provide admin support.
- Able to use Microsoft Office applications effectively to deliver administrative tasks.
- Able to deal with incoming and outgoing emails and prepare routine correspondence.
- Able to accurately enter/retrieve data information from management information systems (MIS) such as Arbor/SIMS.
- Able to support parents with navigating online systems for parents evening bookings and payments.
- Able to work flexibly as part of a team.
- Able to prioritise tasks to meet conflicting deadlines.
- Able to understand and follow instructions.
- Able to learn new skills and acquire new areas of knowledge.
- An ability to respect sensitive and confidential information and work.

Knowledge Required

- Knowledge and general office procedures and practice.
- Knowledge/qualifications demonstrating good ability in literacy and numeracy.

Experience Required

- Experience of dealing with queries from a wide range of people.
- Experience of using database or information system in the workplace.
- Experience in the use of the Microsoft package, including Outlook/Office 365.
- Experience of organising work tasks and duties to meet appropriate service standards eg in terms of timeliness, accuracy and customer care.
- Experience of working with others to help improve work organisation and effectiveness.

Behavioral & other Characteristics required

- Good interpersonal skills.
- Contribute to the life of Collingham LEH CofE School community and to support its ethos and policies.
- Willing to abide by the school's policies with particular regard to safeguarding, quality.
- Willing to carry out all duties having regard to an employee's responsibility under the school's Health and Safety policies.
- Undertake any other duties that are commensurate with the role.
- Committed to continuous improvement.
- Able to understand and observe the school and Leeds City Council Equal Opportunities Policy.
- Willingness to actively participate in training and development activities to ensure up to date knowledge, skills and continuous professional development.

DESIRABLE REQUIREMENTS:

Skills Required

- Able to maintain manual and computerised records/management information systems.
- Able to undertake typing, word-processing and other IT based tasks.

Knowledge Required

- NVQ Level 2 or equivalent.

Experience Required

- Experience of working in a school office.
- Experience of Arbor management information system.

Job Description Content Prepared / Reviewed by:

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