



Midsomer Norton
Schools Partnership



Home School:
Bucklers Mead Academy

Job Description – Administrative Officer/Receptionist

Grade: BANES Grade 3 Point 5 - 7
Responsible to: Office Manager

MAIN PURPOSE OF JOB:

To work as a member of the Administration team in the very busy academy main office, providing administrative, finance and clerical support. A demanding and varied role, with frequently changing deadlines and priorities. The post is 37 hours per week, term time only plus additional days as detailed in contract. A good working knowledge of Microsoft Office is essential for this role.

The hours of work for this post are Monday to Friday, 8.00am to 4.00pm (3.30pm on Friday). It is a term time only post with an additional 5 days, to be worked in the academy holidays or on INSET days. The office staff work on a rota to provide office cover for INSET days.

MAIN DUTIES AND RESPONSIBILITIES

- Reception duties – greeting visitors, assisting parents and students and answering queries, questions or concerns
- Answering the telephone and dealing with enquiries from parents, students, staff and members of the public
- Secretarial and administrative support to staff across the academy
- Word Processing letters and documents
- Communications to parents via text or email
- Enabling visitors access to the site, using the doorbell system to lock/unlock gates
- Shared administration of appointments and organisation for Parents' Evenings
- Assisting with student timetables/classes for all departments
- General admin tasks
- Filing of student records
- Administration of Fire Drills
- Incoming and outgoing mail
- Booking meetings for outside agencies, e.g. Social Workers
- Liaising with various outside bodies, providing information assistance and advice (e.g. to police, local organisations, students, Directors, members of the public).
- Administrate new admissions process.
- Support to the school's Finance Team as and when required

PHYSICAL EFFORT AND WORKING CONDITIONS

- Daily use of IT equipment is essential, sometimes for prolonged periods.
- Working in a busy environment with interruptions from students, staff and parents, telephone calls.
- Could occasionally be required to work through lunchtime as this is a very busy time when teachers and students are available and need attention.
- Will need to determine own priorities on day to day matters in order to achieve deadlines. The postholder will be expected to seek guidance to resolve any significant conflicting priorities.

KNOWLEDGE, SKILLS AND EXPERIENCE

Personal qualities and skills required include:

Reliability and resilience

Confidentiality, tact and discretion

Good organisation

Inter-personal and communication skills with the ability to communicate effectively both orally and in writing, together with a pleasant personality, especially when dealing with staff, students and outside contacts.

Someone with enthusiasm and sound common sense who likes to be busy and work hard

The ability to take responsibility and show initiative

Flexibility and the ability to prioritise workload

Someone who enjoys working with people and has a strong understanding of team work

A good working knowledge of Microsoft Office (essential) – confident in the use of Word, Excel and email, with excellent word processing skills

Knowledge of the Arbor system – this is not essential as training will be given, but would be a huge advantage

The work is extremely varied and the Postholder is required to be adaptable and to deal with a wide range of issues.

ADDITIONAL INFORMATION:

- The job does not conform to a regular routine; it is essential to be able to respond immediately to changing circumstances and requirements and to be very flexible and adaptable. There is also a need to be able to learn new skills quickly and undertake and implement any relevant training.
- The academy has an outstanding record of support and development of its staff and the postholder is guaranteed excellent support through our CPD structure.
- The post is subject to a standard 6 month probationary period.
- This job description is not a contract of employment, or any part of it. It has been prepared only for the purpose of academy organisation and may change either with contract changes or as the organisation of the academy is changed. The job description is current at the date shown but the academy reserves the right to alter the content of this Job Description, after consultation, to reflect changes to the job or services provided, without altering the general character or level of responsibility.
- Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.
- Employees will be expected to comply with any reasonable request from a line manager to undertake work of a similar level that is not specified in this job description and to undertake such other duties as may be reasonably required (consistent with the general level of responsibility of this job) as deemed necessary by the Line Manager or Headteacher.
- Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.
- The post holder will be expected to undertake any appropriate training provided by the Trust and/or academy to assist them in carrying out any of the above duties.
- The Trust is committed to safeguarding and promoting the safety and welfare of children and young people and expects all staff and volunteers to share this commitment.
- All duties and responsibilities must be carried out with due regard to the academy's Health and Safety Policy.
- Duties which include the processing of any personal data must be undertaken within the corporate data protection guidelines and GDPR regulations.

