**Job Description**

**Post: Admin Assistant / Receptionist**

**Grade: Scale 4**

**Reports to: Level 4 Administrator / Data Protection Officer**

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**Key External and Internal Contacts:**

* Pupils
* Staff
* Parents
* Trustees, Governors & Members
* Visitors
* Suppliers & Contactors

**Purpose of Post:**

* Have a responsibility for promoting and safeguarding the welfare of children and young people
* To provide a comprehensive and seamless administrative support service in order to ensure the smooth running of the Academy
* To co-ordinate administrative and reception functions as required and to act as the first point of contact for the Academy, ensuring that appropriate actions are taken in a timely manner
* To maintain accurate records at all times and communicate effectively with key stakeholders ensuring that information is delivered efficiently and effectively.
* To input student data and assist with administering and managing attendance records

**Main Responsibilities**

* To provide the first point-of-contact for all stakeholders, including telephone callers, visitors and responding to telephone and email enquiries in a helpful and constructive manner or referring them to the appropriate member of staff
* Communicating with parents regarding all aspects of school life, receiving and passing on information between parents and teachers
* Undertake reception duties in line with the school’s safeguarding policy including managing the electronic visitor sign in system, recording pupil and staff absences and details of non-Trust visitors to the school including DBS information.
* Receive, sort and distribute all packages, deliveries and mail, prepare outgoing mail and deliver to post office daily
* Inputting attendance records into the Academy’s data base (SIMS) in accordance with DfE requirements and the production of relevant reports as required. Phoning parents to ascertain reasons for pupil’s absence
* Maintaining and updating school information, records and databases.
* Uploading and retrieval of pupil Common Transfer Files
* Assisting in the production of the weekly e-Bulletin and other school notices, posters and school publications
* Review and update the Academy’s website, ensuring information is relevant and complies with OfSTED requirements
* Assisting and liaising with the pupil transport manager
* Provide high level administrative support e.g. word processing, school publications, photocopying, filing, faxing, emailing, complete routine forms
* Assist in Fire Evacuation / Drill procedures, providing class lists, staff absence lists, visitor fire reports. To act as a Fire Marshall once training has been received
* To assist with the ordering of stationery, materials and resources and ensuring that stock levels are maintained
* Ensuring that the reception area is kept smart, tidy and that noticeboards are kept up-to-date
* Any other reasonable duties as discussed and directed by the Line Manager commensurate with the grade of the post.

**Safeguarding / Data Protection / Health and Safety**

* Have a responsibility for promoting and safeguarding the welfare of children and young people they are responsible for or come into contact with. Part of this responsibility involves the checking of visitor identification at the point of school entry and the issuing of relevant safeguarding information
* Have a responsibility for ensuring that all personal data is processed fairly and in compliance with Data Protection legislation and the Academy’s Data Protection Policy
* Awareness of health and safety as applied to the role
* Reporting all concerns to the appropriate person within the Academy

**Other requirements:**

* To be a member of Lime Academy Hornbeam’s Administrative Support Team
* Provide cover within the Administrative Support Team when necessary, sometimes working flexibility across the Academy campuses
* Contribute to the overall ethos/work/aims of the school
* Appreciate and support the role of other professionals
* Be aware of and support difference and ensure equal opportunities for all
* Attend and participate in relevant meetings as required
* Participate in training and other learning activities and performance development as required
* Have an up-to-date Enhanced DBS Disclosure
* Right to work in the UK

**Person Specification**

**Receptionist / Admin Assistant**

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| --- | --- | --- | --- |
| Attributes | Requirements | Essential | Desirable |
| **Education, Qualification and Knowledge** | * Good level of numeracy and literacy * Recognised qualification in English and Mathematics * Working knowledge of data protection legislation * Evidence of recent continued professional development | ✓  ✓  ✓ | ✓ |
| **Experience** | * Proven experience of working in a successful team * Experience of working in a multi-functional school office environment and understanding of issues facing schools and the administrative provision they necessitate * Experience of working in a multicultural environmental * Experience of working in a school / educational environment | ✓ | ✓  ✓  ✓ |
| **Aptitudes and skills** | * Good communication skills * Good IT skills including Word, Excel and databases and proven experience of using IT developments to improve systems and processes * Ability to prioritise tasks and manage own workload to achieve deadlines, often managing conflicting priorities * Demonstrates an attention to detail | ✓  ✓  ✓  ✓ |  |
| **Personal attributes** | * Confident and at ease when meeting and communicating effectively with a diverse range of people including pupils and parents * Clear commitment to the team approach; able to exchange ideas and provide support for colleagues * Ability to remain calm under pressure and employ tact and diplomacy in difficult / sensitive situations * Commitment to personal development * Proven experience of using initiative | ✓  ✓  ✓  ✓  ✓ |  |
| **Safeguarding children** | * A commitment to safeguarding and promoting the welfare of children and young people * Enhanced DBS disclosure | ✓  ✓ |  |