



JOB DESCRIPTION

Job Title:	Receptionist / Administrator ((Professional Services Team)
Pay Point:	TPAT Point 5
Responsible to:	Director of Operations / Administration Manager
Direct Supervisory Responsibility for:	None
Important Functional Relationships: Internal/External:	TPAT Professional Service Team, Trustees, Teachers, Support Staff, Students, Parents/Carers, External Professional Bodies, Suppliers of Goods & Services, Contractors & Visitors

Main Purpose of the Job:

- To act as the first point of contact for all visitors and callers;
- To welcome visitors and direct as appropriate;
- To manage all telephone calls and queries, re-directing as appropriate;
- To provide administrative support to assist TPAT Professional Service Team and organisation;
- To support TPAT marketing as required.

Main Duties and Responsibilities:

Administrator Duties

- To manage written correspondence as directed, and to treat such matters with confidentiality and sensitivity.
- To provide administrative and secretarial support for members of the Senior Leadership Team in such areas as composing letters, word processing, correspondence, reports and publications, updating and extracting computer information, photocopying and filing.
- To arrange meetings, send out agenda's and minute meetings as directed by the Administration Manager.
- To support with Governance administration including maintaining the Local Monitoring Committee database and training sessions.
- To produce reports from any of the Trust systems (eg Arbor) as required.
- To maintain all room bookings for the Meeting and Training rooms at Academy House, liaising with colleagues and external providers as required.
- To assist in maintaining and updating records appropriately ensuring confidentiality and accuracy.
- To assist in managing communication both in print and digitally.
- Managing the Trust's email address, responding to enquiries in a friendly, professional and efficient manner or forwarding to other staff as appropriate.
- To manage the organisation of digital photographic files.

- Using IT systems to draft letters, emails, reports, newsletters etc.
- To update the Trust's intranet site, social media and website as required.
- To collage and share Trust wide communication as necessary.
- To support aspects of Trust marketing especially promoting of events including school transition, Trust achievements and community involvement.
- Ensure the consistency of the Trust's brand across all materials in administration.

Reception Duties

- To welcome all staff and visitors with professionalism and comply with safeguarding processes.
- To ensure security arrangements are always complied with, including ensuring sign in/out for all visitors and staff using the electronic system; to comply with safeguarding, fire and safety procedures.
- To confidently deal with parents, staff, parents and visitors in person and by email.
- To provide hospitality for visitors to Academy House and to organise adequate refreshments for events and activities.
- To receive and prioritise incoming telephone calls and deal with them appropriately including recording and distributing messages as required, ensuring that all messages are distributed in a timely manner.
- To manage all forms of enquiries and follow them through to resolution.
- To manage written correspondence as directed, and to treat such matters with confidentiality and sensitivity.
- To maintain reception and visitor information to ensure all information is up to date and relevant.
- To be able to hold challenging conversations and maintain a calm manner at all times.
- To be a good listener, acknowledge challenging situations without judgement and deal with stressful or conflict situations with kindness and empathy.
- To maintain positive, nurturing relationships with staff, parents/carers and students.
- To ensure appropriate standards of tidiness and order in the reception area, meeting room and training room so as to project a professional and welcoming environment for staff and visitors.
- To be responsible for the sorting and distribution of incoming post and for sending outgoing post, as appropriate.
- To accept and sign for deliveries, recording incoming goods as appropriate and disseminating appropriately.
- Monitoring supplies and stock control as appropriate.
- To support with the maintenance and updating of information for notice boards located around the premises as appropriate.

Standards and Quality Assurance

- Articulate and promote the Trust's aims and ethos with parents, carers, students, staff, visitors and the wider community.
- Hold and articulate clear values and moral purpose, leading by example with integrity, creativity, clarity and resilience.
- Demonstrate optimistic personal behaviour and model positive relationships and attitudes towards staff and visitors.
- To set a good example in terms of dress, punctuality and attendance.
- To attend INSET days, staff meetings and Trust events as required.
- To participate in training and development discussions and activities to maintain the skills and competencies required for the role.

- To participate in arrangements made for Growing Great People.
- To provide cover in case of absence of other administrative staff.
- To manage and prioritise your own workload in line with Trust requirements.

General Responsibilities applicable to all staff

- Demonstrate and promote the values of Truro and Penwith Academy Trust at all times.
- Contribute to the overall ethos and aims of the Trust.
- Follow and adhere to all agreed Child Protection and Safeguarding policies and procedures at all times.
- Make a positive impact on our students' lives and contribute to shaping a brighter future.
- Play a full part in the life of the Trust community and support its vision and ethos to encourage all staff and students to follow this example.
- Work effectively with other members of staff to meet the needs of students; ensuring that students' needs are prioritised.
- Have a clear sight of how this role impacts on the Trust's students at all times.
- Work with professionalism in line with the Trust's Code of Conduct.
- Comply with the Trust's confidentiality, code of conduct, data protection and health and safety policies at all times.
- Be a positive influence on the climate and culture of the Trust and a positive role model at all times.
- Administer basic first aid and assist in the dispensing of medically prescribed controlled drugs in line with Trust procedures (only if trained to do so); recording on SafeSmart as required.
- Attend liaison events and effectively promote the Trust at open days/evenings and other events.
- Act as a Trust team member and provide support and cover for other staff where needs arise, inclusive of work at other sites within a reasonable travel distance.
- The Health and Safety at Work Act 1974 and other associated legislation places responsibilities for Health and Safety on all employees. Therefore it is the post holder's responsibility to take reasonable care for Health, Safety and Welfare of yourself and other employees in accordance with legislation.
- Be aware of and comply with all Trust policies and procedures.
- Undertake mandatory training, professional development and appraisal procedures as appropriate; attending staff meetings and Trust based INSET as required.
- Responsible for your own self-development on a continuous basis; taking responsibility for your own CPD.
- Maintain at all times the utmost confidentiality with regards to all reports, records, personal data relating to staff and students and other information of a sensitive nature acquired in the course of undertaking duties for the Trust, with due regard to General Data Protection Regulations.

Job Description

This job description is illustrative of the general nature and level of responsibility of the work to be undertaken commensurate with the grade. It is not a comprehensive list of all the responsibilities, duties and tasks relating to the post. This job description does not form part of your contract of employment.

The post-holder may be required to undertake such work as may be determined by their line manager from time to time, up to or at a level consistent with the main responsibilities of the job.

This job description may be amended at any time in consultation with the post-holder.

Special Conditions of Employment

Truro and Penwith Academy Trust is committed to safeguarding and promoting the welfare of children and young people, ensuring a culture of valuing diversity, and ensuring equality of opportunities, and expects all staff and

volunteers to share this commitment. The post-holder is required to follow all of the Trust's policies and procedures in relation to safeguarding at all times, and to adhere to the statutory guidance 'Keeping Children Safe in Education'. The post-holder must take appropriate action in the event that they have concerns, or are made aware of the concerns of others, regarding the safety or well-being of children or young people.

All offers of employment are conditional and are subject to satisfactory pre-employment checks including receipt of original qualification documents, two satisfactory references, health screening, proof of eligibility to work in the UK, Childcare Disqualification check, a Disclosure and Barring Service (DBS) check and online searches.

PERSON SPECIFICATION – Receptionist/Administrator

Person Specification	Essential	Desirable	Recruiting Method
Education and Training	<p>Attainment of GCSE qualifications or equivalent (Level 2 standard of education) to include Maths and English.</p> <p>NVQ in business administration or equivalent experience.</p>	<p>Admin or IT related qualifications at level 3.</p> <p>Typing and word processing certificates.</p>	<p>Application</p> <p>Certificates</p>
Skills and Experience	<p>Good standard of practical knowledge, skills and experience of working in an office environment.</p> <p>Experience of reception and clerical work or equivalent work experience.</p> <p>A practical working knowledge IT applications, inclusive of word, outlook, excel and powerpoint.</p> <p>Excellent spoken & written communication skills.</p> <p>Methodical & well-organised.</p> <p>High level of accuracy and attention to detail.</p> <p>Able to prioritise work.</p> <p>Able to work on own initiative and as part of a team.</p> <p>Excellent customer service and communication skills.</p>	<p>Experience of reception and clerical work within a school or similar environment.</p> <p>Experience of Arbor or equivalent database.</p>	<p>Application</p> <p>Interview</p> <p>Assessment</p>
Specialist Knowledge and Skills	<p>Knowledge and practical application of Microsoft packages.</p> <p>Good typing and word processing skills.</p> <p>Strong organisational skills.</p> <p>Able to relate well with students, teachers & parents/carers.</p> <p>Demonstrates an awareness, understanding and commitment to the</p>	<p>Understanding of school policies and procedures.</p> <p>Minute taking skills.</p>	<p>Application</p> <p>Interview</p> <p>Assessment</p>

	<p>protection and safeguarding of children and young people.</p> <p>Demonstrates an awareness, understanding and commitment to equal opportunities.</p>		
Behaviours and Values	<p>Trust & integrity.</p> <p>Sensitivity & understanding.</p> <p>Flexible & open to change.</p> <p>Calm, kind & empathetic.</p> <p>Proactive engagement in improving practices within the role and personal growth.</p>		<p>Application Interview Assessment</p>

The Trust is committed to safeguarding, promoting the welfare of children and to ensuring a culture of valuing diversity and ensuring equality of opportunities.