

Job Description: Apprentice Receptionist/Administrative Assistant

1. **JOB PURPOSE:**

Provision of a high standard of customer service and efficient administrative support to ensure the smooth running of the school.

2. **MAIN RESPONSIBILITIES, TASKS AND DUTIES**

Under the day to day direction of the PA/Office Manager to:

- i. Carry out day-to-day reception duties; be first in line to answer telephone calls and deal with message/queries and enquiries, and ensure all messages are relayed as appropriate.
- ii. Greet all visitors to the school and ensure that their purpose is efficiently dealt with, following the school's safeguarding protocols.
- iii. Provide administrative support as directed by the PA/Office Manager including filing, word processing and reprographic work.
- iv. Liaise with parents as directed regarding issues relating to individual students.
- v. Use Bromcom to access student data.
- vi. Although primarily a cashless school; occasionally to handle cash in line with the schools finance policy which may include collecting money from students and parents e.g. for charity fundraising events.
- vii. Undertake first aider responsibilities. Monitor students with medical or first aid needs whilst in the medical room, ensuring the school's first aid protocol is followed.
- viii. Help ensure the main office/reception area is kept tidy and that confidentiality is maintained by clearing desks and closing down computers at the end of the day.

2. **MANAGEMENT OF PEOPLE**

None, however, will be required to work closely with the PA/Office Manager and other support staff.

3. **SUPERVISION OF PEOPLE**

No direct line reports, however, may be required to assist with the induction of new staff.

4. **CREATIVITY AND INNOVATION**

Work generally within set procedures and guidelines, under the supervision of the PA/Office Manager.

5. **CONTACTS AND RELATIONSHIPS**

Will be required to work closely with the PA/Office Manager and other support staff.
Daily contact with staff at the school.
Regular contact with students, parents and visitors to school.

6. **DECISIONS**

Discretion – decisions are made in line with established regulations and policies, and in consultation with the relevant senior leader.
Consequences – impact on the school which is likely to be quickly identified and remedied.

7. RESOURCES

Safekeeping and confidentiality of information.
Office equipment.

8. WORK ENVIRONMENT

- a) Work demands – Work is subject to frequent interruptions due to reception/telephone duties. This is part of the role and therefore does not cause any significant change to the overall tasks to be carried out.
- b) Physical demands – the postholder may spend prolonged periods of time sitting at a computer.
- c) Working conditions – general school/office environment – well-lit and well ventilated.
- d) Work context – contact with parents, students, staff, visitors and external agencies where good judgement and professionalism are paramount. Potential risk of verbal abuse whilst undertaking front line work

9. KNOWLEDGE AND SKILLS

The postholder must apply themselves to the apprenticeship with commitment and diligence. A First Aid certificate is desirable, however, training will be provided. Essential for the postholder to have GCSE or equivalent (C/4 grade or above) in Maths, English or equivalent level of competency.

10. GENERAL:

Job Evaluation – This job description has been compiled to allow the job to be evaluated using the GLEA Job Evaluation scheme as adopted by the Trust.

Other Duties – The duties and responsibilities in this job description are not exhaustive. The postholder may be required to undertake other duties that may be required from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the postholder.

Equal Opportunities – The postholder is required to carry out the duties in accordance with Trust's Equal Opportunities policies.

Health and Safety – The postholder is required to carry out the duties in accordance with the Trust's Health and Safety policies and procedures.

All staff have a responsibility to safeguard and promote the welfare of children and young people.

Requirements for the post:

Qualifications/Training	Essential	Desirable
Use of Microsoft Office/Office 365; Outlook, Word, Excel	✓	
Keyboard skills	✓	
GCSE or equivalent in Maths and English (C/4 grade or above)	✓	
First Aid qualification		✓

Knowledge	Essential	Desirable
Safeguarding		✓
Data Protection including GDPR		✓

Experience	Essential	Desirable
Dealing with the public in a customer facing role		✓
Experience of administrative work		✓
Working within a school environment		✓

Competencies	Essential	Desirable
Excellent communication and organisational skills	✓	
Self motivated	✓	
Team worker	✓	
Conscientious	✓	
Attention to detail and meticulous record keeping	✓	
Ability to work to under pressure to fixed deadlines	✓	
Commitment to apply themselves to the apprenticeship with diligence	✓	