



Receptionist/Administrator Job Description and Person Specification

Post Title	Apprentice Receptionist/Administrator
Salary/Grade:	To be based on National Minimum Wage or National Living Wage application to the individual on the basis of their age
Academy:	Atlantic Academy Portland, AAT South West Region
Reporting To:	Principal/HR & Operations Manager/Operations Officer
Disclosure Level:	Enhanced
Hours of Work:	37 hours a week, including 6 hours per week of Apprenticeship training, 39 weeks per year (plus holiday entitlement) Monday - 8.15 am to 3.45 pm Tues - Fri : 8.15 am to 4.15 pm
Leave:	Annual leave is 25 working days for a full year, based on a 5-day working week in addition to Bank/Public Holidays
Core Purpose:	
<ul style="list-style-type: none"> Provide an effective, efficient and positive receptionist service to all parents, visitors and callers to the Academy Provide administrative support to staff within the Academy 	
Main Duties:	
<ul style="list-style-type: none"> Act as a first point of contact for parents/carers, children and visitors to the school, on the phone and face-to-face. Provide effective assistance for staff and pupils with any enquiries made at the reception point. Operate the switchboard and identify and deal with queries raised by callers on the telephone by liaising with other staff as necessary. Resolve or redirect queries and give advice where appropriate while maintaining Academy standards. Ensure all telephone messages/contact forms are collected and passed on as appropriate. Contribute to the school's administrative and secretarial support through the use of office technology. Assist with administrative support for attendance, data input and SEN as needed. Compile basic written communications, reports, letters, straightforward statistics and management reports. Assist with proof reading of documentation to be published. Ensure all allocated regular or scheduled administrative tasks and record updates are performed on time. Update and maintain the relevant filing and archive of clerical and computerised record systems, MIS, databases and spreadsheets ensuring accuracy and confidentiality. Carry out general administrative duties such as photocopying, laminating, sending out letters, maintaining student records, as requested by the Operations Officer, HR & Operations Manager & SLT. Ensure that the school's security, safeguarding and health and safety procedures are adhered to. 	



Atlantic Academy Portland

an Aspirations Academy

Miss Heppell - Principal

Maritime House
Southwell Business Park
Portland, Dorset. DT5 2NA

Tel: 01305 820262

Email: Office@atlantic-aspirations.org

www.atlantic-aspirations.org

- Ensure visitors sign in and out of the school using the appropriate registers, and issue security badges where necessary in line with safeguarding procedures
- Liaise with the site staff to ensure prompt movement of deliveries in the school.
- Ensure the reception area is tidy, free of hazards and clear of all materials at the end of each day
- Distribute uniform in stock and student equipment purchased on Parent mail.
- Sort and distribute mail, deliver mail to post office at the end of the day.
- To be trained to deal with minor medical needs, such as checking use of phonic ear, hearing aid and minor first aid for cuts and grazes etc

Staff Development Responsibilities:

- To take part in the Academy's staff development programme by participating in arrangements for further training and professional development.
- To continue personal development in the relevant areas including subject knowledge and teaching methods.
- To engage actively in the Performance Management Review process.
- To ensure the effective/efficient deployment of classroom support.
- To work as a member of a designated team and to contribute positively to effective working relations within the Academy.
- To support the induction of new staff

Other Duties:

- To continue personal development as agreed at appraisal.
- To address the appraisal targets set by the line manager
- To play a full part in the life of the Academy community, to support its distinctive aim and ethos and to encourage staff and students to follow this example.
- To promote actively the Academy's corporate policies.
- To comply with the Academy's Security, Safeguarding and Health and Safety procedures are adhered to
- Comply with decisions, policies and standing orders of the Academy; comply with statutory requirements, including Equal Opportunities legislation, the Health and Safety at Work Act and the Data Protection Act.
- Have a commitment to Child Safeguarding, to promoting the welfare of children and young people in accordance with the Academy's agreed procedures
- To show a record of excellent attendance and punctuality.
- To adhere to the Academy's Dress Code.

General:



ASPIRATIONS



DORSET
Local Enterprise Partnership



Active Dorset



Bournemouth
University





Atlantic Academy Portland

an Aspirations Academy

Miss Heppell - Principal Type to enter text
Type to enter text

Maritime House
Southwell Business Park
Portland, Dorset. DT5 2NA

Tel: 01305 820262

Email: Office@atlantic-aspirations.org

www.atlantic-aspirations.org

Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.

The Academy will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description. Following consultation with you this job description may be changed by Management to reflect or anticipate changes in the job which are commensurate with the salary and job title.

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 manager to undertake work of a similar level that is not specified in this job description.



Person Specification

Person Specification

Assessed by application (A)

Assessed by the recruitment process (R)

Criteria	Essential	Desirable
Qualifications and Education		
A good standard of education, eg 5 GCSE A*-C including English and Maths, or equivalent	A	
Experience		
Experience in reception and administration duties Experience of first class customer service	AR AR	
Experience of prioritising workloads, time management and dealing with conflicting priorities	AR	
Experience of working in a school, academy or other educational based background Experience of working with children would be an advantage	AR	
Skills and Abilities		
Excellent customer service and communication skills	R	
Competent in use of IT, in particular telephone and emails	R	
Flexible, proactive, positive approach to work	R	
Ability to deal sensitively and appropriately with confidential, personal information	R	



Atlantic Academy Portland

an Aspirations Academy

Miss Heppell - Principal Type to enter text
Type to enter text
Type to enter text

Maritime House
Southwell Business Park
Portland, Dorset. DT5 2NA

Tel: 01305 820262
Email: Office@atlantic-aspirations.org
www.atlantic-aspirations.org

Be aligned to the mission and values of the academy	R	
Knowledge		
Knowledge of child safeguarding procedures		R
Knowledge of schools and education		R