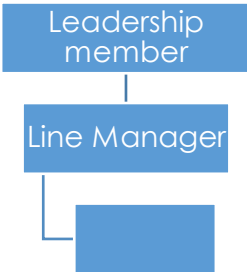




Ralph Allen School Role Description

Role Title	Attendance Administration Assistant & Receptionist
Grade	3 Scp 5-6
Responsible to	Operations Manager / Attendance Officer
Date	October 2024
1. Role purpose	<p>To actively support and promote the school's policies, procedures, and practices related to student attendance and punctuality. This role involves working closely with the Attendance Officer, maintaining accurate records on Class Charts, and serving as the first point of contact at the school's busy front desk. As the Receptionist, you will provide professional customer service to visitors and phone enquiries, ensuring a welcoming and efficient experience. Additionally, you will be responsible for updating the website and internal information systems, as well as supporting the School team by sharing administrative tasks and workload.</p>
2.Principal duties and Responsibilities	<p>Specific Duties and Responsibilities:</p> <ul style="list-style-type: none"> • Operate the school switchboard and ensure the prompt and accurate relay of messages to staff and students. • Manage school emails, including those for Enquiries and Reception, and send electronic communications to students, parents, and staff as needed. • Assist students with administrative tasks (e.g., lunch cards, after-hours phone use) and engage with the student helper on duties like delivering messages. • Record student absences and late arrivals, contact parents and carers of absent students, and adhere to the school's 'first day calling' procedures from 9:30 AM onwards. • Operate and manage Class Charts, including data input, report generation, and adherence to DfE guidelines and success of the school existing policies and processes. • Assist the Attendance Officer and contribute to the efficient running of the department. <p>General Duties and Responsibilities of the Post Holder:</p>

	<ul style="list-style-type: none"> • Provide professional front-of-house services, courteously receiving visitors and efficiently handling phone and in-person enquiries. • Update and maintain the school's website. • Carry out general administration such as word-processing, filing and photocopiers, managing incoming and outgoing post, and ordering and distributing stationery. • Input data into various school systems (e.g., SIMS and Class Charts), generate reports, and assist in managing student attendance records. • Be an active member of the communications team, covering for administrative colleagues when necessary. • Assist with managing student records, particularly for starters and leavers, working closely with staff responsible for admissions and attendance data. • Occasional general administrative duties <p>Additional Duties and Responsibilities:</p> <ul style="list-style-type: none"> • Support the safeguarding and welfare of children, young people, and vulnerable individuals. • Promote equal opportunities, diversity, and contribute to the school's ethos, work, and aims. • Establish and maintain relationships with other agencies and professionals. • Participate in school duties and, when required, work at other schools within the Palladian Academy Trust. • Continuously self-evaluate your work and responsibilities, ensuring the role is carried out to the highest standards.
<p>3. Dimensions (in quantitative terms, the key areas on which the job has an impact)</p>	<p>Daily interaction with teaching staff, support staff, students and parents; also contact with external agencies as required (if applicable to role)</p>
<p>4. Organisation chart</p>	 <pre> graph TD A[Leadership member] --- B[Line Manager] B --- C[] style C fill:#4a86e8,stroke:#333,stroke-width:1px </pre>
<p>6. Working Environment</p>	<p>Working in a large secondary school. Daily contact with students</p>

<p>7. Person specification</p>	<p>Essential:</p> <ul style="list-style-type: none"> • Educated to GCSE level (or equivalent), including English and Maths, with a preference for A-level qualifications. • High-level ICT skills, particularly in Word, Excel, databases, and data analysis, with experience using Windows Word, Excel, and Outlook applications. • Proven experience in administration, including reception work, with the ability to handle a busy environment. • Ability to relate well to both children and adults, communicating assertively and professionally, particularly when handling enquiries in person and over the phone. • Strong teamwork skills, contributing constructively to support students, staff, and parents. • Ability to work with speed and accuracy under pressure, while maintaining a calm and confident demeanour. • Flexible and adaptable, willing to work in accordance with the school's needs and demonstrating creativity and initiative in the role. • Self-motivating, proactive, and able to identify your own training needs, with a willingness to attend relevant training. • A willingness to undertake first aid training and to promote, monitor, and maintain health, safety, and security in the workplace, including compliance with the Health & Safety at Work Act, COSHH, and other regulations. <p>Desirable:</p> <ul style="list-style-type: none"> • Previous experience working with children in a school or related environment, particularly as an attendance officer. • Experience operating a small switchboard. • Experience working in a school environment and handling confidential information with discretion. • Willingness to promote and support equal opportunities policies and undertake any training provided by the school.
<p>8. Additional information</p>	<ol style="list-style-type: none"> 1. All support staff are expected to get involved in whole school life and work with young people. This will include carrying out a weekly duty at breaktime (on a rota). 2. All Support staff will be required to train as a first aider and take part in a rota to cover first aid provision in school to staff and students. 3. This job description only contains the main accountabilities relating to this post and does not describe in detail all duties required to carry them out.

-
- | | |
|--|--|
| | <ol style="list-style-type: none">4. The postholder will at times have access to information of a confidential nature and it is essential that the successful applicant is aware of the need for discretion.5. The postholder will at all times carry out his/her duties and responsibilities with due regard to the Governors' support of and commitment to Equal Opportunities Policies.6. The postholder will be expected to undertake any appropriate training provided by the school to assist them in carrying out any of the above duties.7. This school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. A satisfactory enhanced Disclosure and Barring Service Certificate is required for this post prior to commencement.8. The postholder should be responsible for his/her own health, safety and welfare in the workplace. |
|--|--|
-