



Clerical Assistant / Receptionist

30hrs per week / 39 weeks per year

Grade 3 (Actual Salary Range £12,675 – £13,484)

The Governors are looking to recruit a Clerical Assistant / Receptionist to start as soon as possible.

The main purpose of this role is to assisting Karen Bryer with Extended Services, but also to provide an administration and reception service. You will be based in the main school office and report to Jill Johnson, Office Manager.

You will be required to work Monday, Tuesday, Thursday and Friday 9 – 5pm each day – this is non-negotiable.

You will be expected to demonstrate flexibility and initiative within this role. Exceptional customer service is absolutely key as you will be communicating with parents and pupils constantly. Patience and resilience are equally important as you will deal with frequent queries and enquiries from parents regarding trips and payments.

You will need to demonstrate accuracy due to inputting of critical information like passport numbers, medical information, emergency contact numbers etc. Of course confidentiality will be paramount too.

Applications will NOT BE ACCEPTED on the CWAC application form, please use the Weaverham High School Non-Teaching application form which can be found on the school website.

Please submit application forms by email to jobs@weaverhamhighschool.com or by post to Mrs Z Walker, PA to Headteacher, Weaverham High School, Lime Avenue, Northwich, Cheshire CW8 3HT

Closing date for applications is noon on Friday 24th September 2021.

Interviews will be held on Friday 1st October 2021.

Job Description

Job Title: Clerical Assistant / Receptionist (AAAE5024)

Grade: 3

Reporting to: Office Manager

Basic Job Purpose: to provide administration support to the Extended Services Coordinator and a reception / administration service to the school from the hours of 9 – 5pm. (Note that the times are non-negotiable).

Extended Services	
Provide administrative support to Extended Services to include: <ul style="list-style-type: none">• Collating, checking and distributing paperwork• Making phone calls to parents• Sending emails• Monitoring payment activities through use of school trip management software and dealing with queries from parents• Data entry using different software• Enrichment audit• Photocopying• Liaising with staff	
Reception	
1	Provision of a high-quality reception service for the school to include: <ul style="list-style-type: none">• Act as first point of contact for visitors to the school and those making telephone contact• Signing pupils in and out of the building• Ensure that all telephone messages are recorded and passed on to appropriate colleagues• Ensure that all visitors sign in/out and are issued with the appropriate passes• Dealing with enquiries and complaints from parents and members of the public
2	Provide a reception and telephone answering service (both internal and external) to ensure that all callers are dealt with promptly and the image of the school is enhanced
3	Ensuring welfare of pupils, listening to problems and offering advice, supervising sick pupils
4	Provide first aid to students and staff
5	Undertake other administrative tasks: <ul style="list-style-type: none">• Sending out letters/texts/emails• Word processing and data processing• Use SIMS to check, update pupil information• Scanning• Liaise with kitchen staff to reduce and prevent outstanding lunch debts• Repay outstanding money using Easitrace tills
6	Adhoc office tasks to include – but not limited to: <ul style="list-style-type: none">• Setting up the Hall for Parents' Evenings• Returning lost property to students• Taking notes in meetings
Data	
1	Provide support to the Data Manager by: <ul style="list-style-type: none">• Assisting in the production of progress reports and annual reports when required• Making appointments for Parents' evening online• Assisting with queries relating to Insight

Person Specification

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CRITERIA	DESIRABLE	ESSENTIAL	METHOD OF ASSESSMENT
Qualifications		<ul style="list-style-type: none">• GCSE English and Maths C	Application Interview
Experience	<ul style="list-style-type: none">• Previous experience working in a school.• Experience of working with the following software: SIMS, PARS, Insight Portal, PTO software, Tucasi	<ul style="list-style-type: none">• Knowledge of the demands of office and reception work	Interview
Job Related Knowledge	<ul style="list-style-type: none">• 1st Aider (but training will be given)	<ul style="list-style-type: none">• Willingness to undertake 1st Aid at Work course	Application Interview
Skills and Aptitudes	<ul style="list-style-type: none">• Good record keeping• Good organisational skills• Outstanding Customer Service Skills• Ability to use initiative	<ul style="list-style-type: none">• Service-orientated• Calm disposition• Good interpersonal skills• Good telephone manner• Literate with good written communication skills• Good communication skills with a broad range of individuals and ages.• Resilient and has the ability to multitask and to thrive in a busy office environment• Computer literate and ability to learn different software packages quickly• Accuracy• Confidentiality – understanding of GDPR	Application Interview
Other Requirements		<ul style="list-style-type: none">• Positive personality and a sense of humour• The ability to converse at ease with customers and provide advice in accurate spoken English	Interview Interview