STAR ACADEMIES

Nurturing Today's Young People, Inspiring Tomorrow's Leaders

CUSTOMER SERVICES OFFICER

JOB DESCRIPTION

JOB PURPOSE:

To contribute to the development of a strong, effective school with an emphasis on promoting a culture of educational excellence, within a caring and secure environment enriched with the values of discipline, mutual care and respect which extends beyond the school into the wider community.

JOB SUMMARY:

1. Undertake reception duties, answering the telephone (transferring calls and taking and delivering caller messages) and dealing with face-to-face enquiries.
2. Ensure the security of the school by signing in visitors and issuing passes, alerting staff to the arrival of a visitor, monitoring the collection of the visitor, and signing out and collecting the visitor's pass as they leave.
3. Receive, sort and distribute all mail, deliveries and packages.
4. Liaise with pupils, parents and staff to effectively organise and manage the administration process and procedures
5. Undertake typing, word-processing and other ICT based tasks as required.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

1. Organisation

1.1 Deal with telephone and personal enquiries from staff, parents and members of the public, ensuring accurate messages are clearly relayed to recipients

1.2 Signing in visitors, ensuring that the safeguarding procedures are maintained in line with school policy

1.3 Taking delivery of parcels

1.4 Hospitality – providing refreshments for visitors

1.5 Assist with school events during the school day, e.g., visits by the school nurse, photographer, linked schools, parents, etc.

2. Administration

2.1 Undertake word processing and other ICT based tasks including the production of letters, reports, schedules, etc.

2.2 Provide general administrative support, e.g. reprographics, photocopying, filing, emailing and completing routine forms and responding to routine correspondence.

2.3 Maintain manual and computerised records and/or management information systems.

2.4 Sorting and distributing the internal and external mail.

2.5 Undertake routine administration of school lettings and other uses of school premises.

2.6 Provide routine clerical support in relation to examination invigilation as and when required.

2.7 Provide routine clerical support in relation to the production and distribution of specific materials, e.g. school newsletters, school prospectus, etc.

2.8 Manage small administration projects

2.9 Administer the schools' electronic communication system

2.10 Manage the schools' room bookings

3. Resources

3.1 Operate office equipment, e.g. photocopier; fax machine etc., and ICT packages (Word, Excel etc.) in accordance with manufacturer's instructions.

3.2 Maintain stock and supplies of resources, cataloguing and distributing as required.

3.3 Provide general advice and guidance to staff, pupils and others.

4. Customer Care

4.1 Provide quality services that are what our customers want and need.

4.2 Give customers the opportunity to comment or complain if they need to.

4.3 Work with customers and do what needs to be done to meet their needs.

4.4 Inform your manager about what customers say in relation to the services delivered.

5. Support for the School

5.1 Be aware of and comply with school policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.

5.2 Be aware of and support difference to help ensure everyone has equal access to the services of the school and feels valued, respecting their social, cultural, linguistic, religious and ethnic background.

5.3 Contribute to the school ethos, aims and development/improvement plan.

5.4 Work as part of a team, appreciating and supporting the role of other people in the team.

5.5 Attend and participate in meetings as required.

5.6 Undertake personal development through training and other learning activities, including performance management as required.

6. Other Responsibilities

6.1 Promote the Trust's vision of 'nurturing today's young people, inspiring tomorrow's leaders'.

6.2 Champion the Trust's values of 'Service', 'Teamwork', 'Ambition' and 'Respect'.

6.3 Contribute to the wider life of the Trust and the Star community.

6.4 Carry out any such duties as may be reasonably required by the Trust.

7. Records Management

7.1 All staff who create, receive, and use records in the course of their job are responsible for ensuring that records are managed appropriately. It is therefore likely that this post-holder will have responsibility for record-keeping as part of the role. Employees are required to be conversant with the Trust's policies and procedures on records management.

This appointment is with Star Academies. The job description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only and may be reviewed in negotiation with the employee in the future. The appointment is subject to the terms and conditions outlined in the 'Star Academies Contract'.

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PERSON SPECIFICATION

			Assessed by:	
No	**CATEGORIES**	**Essential/ Desirable**	**App Form**	**Interview /Task**
QUALIFICATIONS				
1.	NVQ Level 1/Level 2 or equivalent qualification. Good level of literacy and numeracy skills to GCSE standard or experience in relevant discipline.	**E**	✓	
2.	Evidence of continued personal and professional development.	**E**	✓	
EXPERIENCE				
3.	Experience in an administrative/reception role.	**E**	✓	✓
4.	Experience of working within an educational environment.	**E**	✓	✓
5.	Proven experience of dealing with people, either in person or over the telephone to the required standards of service.	**E**	✓	✓
6.	Effective use of ICT packages, especially MS Office 7 or above.	**E**	✓	✓
7.	Effective use of e-mail systems/VLE.	**E**	✓	✓
8.	Experience of Bromcom computerised systems.	**E**	✓	✓
9.	Understanding of school roles and responsibilities.	**E**	✓	✓
10.	Organised and efficient administrative skills.	**E**	✓	✓
ABILITIES, SKILLS AND KNOWLEDGE				
11.	IT software packages, e.g. MS Office and data bases and its application in schools.	**E**	✓	✓
12.	Good understanding and ability to use relevant technology e.g. photocopier.	**D**	✓	✓
13.	Understanding of relevant processes and systems in use within schools to deliver effective customer care.	**E**	✓	✓

			Assessed by:	
No	**CATEGORIES**	**Essential/ Desirable**	**App Form**	**Interview /Task**
14.	Understanding of how to provide a welcoming environment.	**D**	✓	✓
15.	Understanding how to develop and maintain effective filing systems.	**D**	✓	✓
PERSONAL QUALITIES				
16.	Willingness to participate in further training and development opportunities offered by the school and county, to further knowledge.	**E**	✓	✓
17.	Willingness to maintain confidentiality on all school matters.	**E**	✓	✓
18.	Excellent communication skills both face to face and over the telephone.	**E**	✓	✓
19.	High expectations of all pupils; respect for their social, cultural, linguistic, religious and ethnic background and a commitment to raising their educational achievements.	**E**	✓	✓
20.	Customer Care – Listen and respond to customer need, seek out innovative ways of consulting service users and engaging partners. Network with others to develop services for the benefit of the service users.	**E**	✓	✓
21.	Ability to build and maintain successful relationships with pupils, treat them consistently, with respect and consideration and demonstrate concern for their development as learners.	**E**	✓	✓
22.	Ability to work effectively and respond well under pressure.	**E**	✓	✓
23.	Demonstrate and promote the positive values, attitudes and behaviour they expect from the pupils with whom they work.	**E**	✓	✓
24.	Ability to work collaboratively with colleagues and carry out role effectively, knowing when to seek help and advice.	**E**	✓	✓
25.	Work constructively as part of a team, understanding school roles and responsibilities and your own position within these.	**E**	✓	✓
26.	Ability to respond to management instruction to ensure tasks are completed within specified timeframes.	**E**	✓	✓
27.	Self-motivated, with the ability to work with minimal supervision.	**E**	✓	✓

			Assessed by:	
No	**CATEGORIES**	**Essential/ Desirable**	**App Form**	**Interview /Task**
28.	Able to liaise sensitively and effectively with parents and carers recognising their role in pupil learning.	**E**	✓	✓
29.	Able to improve their own practice through observations, evaluations and discussion with colleagues.	**E**	✓	✓
30.	Able to work in a busy school environment and relate effectively with children and adults.	**E**	✓	✓
31.	Highly organised.	**E**	✓	✓
32.	Personal resilience, persistence and perseverance.	**E**	✓	✓
33.	Sympathetic to and supportive of the ethos of the School.	**E**	✓	✓
34.	Highest levels of professional and personal integrity.	**E**	✓	✓
35.	A passionate belief in the Trust's vision of 'nurturing today's young people, inspiring tomorrow's leaders'.	**E**	✓	✓
36.	A strong commitment to the Trust value of 'Service'.	**E**	✓	✓
37.	A strong commitment to the Trust value of 'Teamwork'.	**E**	✓	✓
38.	A strong commitment to the Trust value of 'Ambition'.	**E**	✓	✓
39.	A strong commitment to the Trust value of 'Respect'.	**E**	✓	✓
40.	Commitment to support Star Academies' agenda for safeguarding and equality and diversity.	**E**	✓	✓
41.	Sympathetic to and supportive of the Mixed Multi-Academy Trust Model and ethos of the Establishment.	**E**	✓	✓