

**JOB DESCRIPTION**

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| **JOB TITLE** | **SCHOOL ADMINISTRATOR/RECEPTIONIST** |
| **GRADE/BAND** | **BAND D (Scale Point 5-6)** |
| **RESPONSIBLE TO** | **SCHOOL OFFICE MANAGER** |

**Main Purpose of the Role**

**JOB DESCRIPTION**

* To provide an efficient and professional administration service to pupils, staff,
* visitors, parents and other internal and external enquirers.
* To provide general administration, financial administration and data input support to the school as required.
* Undertake reception duties.
* To work effectively as part of the school administration team.

**Specific Responsibilities**

* Provide a professional, efficient and effective administration service as part of the administration team.
* Undertake reception duties.
* Assist in pupil welfare support/first aid duties as required including liaising with parents and staff as appropriate.
* Ensure all visitors are appropriately greeted and registered on the school visitor management system, escorted where required, and display a visitor id badge.
* Assist in maintaining and updating pupil records (paper/electronic) as required.
* Maintain and record information on Trust systems within Trust Policies and Procedures.
* Produce data or other information as required.
* Sort and distribute postal/electronic mail.
* Ensure routine enquiries at reception or by telephone are dealt with efficiently and effectively, or, more complex matters are referred to the appropriate member of staff.
* Provide photocopying, filing and document distribution support as required.
* Support the maintenance of school record and information systems as required.
* Input and process pupil data, collecting and updating systems.
* Assist in the communication, organisation and administration of any school

Activities/events, educational visits and before/after school clubs.

* Assist in the collection, recording and banking of cash received for school events ensuring that the Trust Financial Regulations and Procedures are followed at all times.
* Contact parents to provide information, pass on messages or make appointments.
* Provide administration support to meetings, conferences or large events that take place in school.
* Undertake day to day financial administrative duties as required including but not restricted to the prompt recording of transactions relating to goods and supplies on the Trust Financial Information System.
* Advise the Trust Chief Finance Officer if fraudulent activities are suspected or uncovered.
* Work as part of the administration team, identifying and suggesting improvements to internal administration processes and systems.
* Respect confidentiality of information acquired.

**General**

* Attendance at staff meetings and Trust training activities where relevant.
* Ensure that you understand and comply with the Trust Health and Safety Policy by following the relevant procedures that are in place.
* Read, uphold and promote the safety and well-being of pupils as set out in the Trust/School safeguarding procedures.
* Promote high standards of personal professional conduct in accordance with the Trust Employee Code of Conduct.
* Be aware of and comply with policies and procedures relating to child protection, health, safety and security, data protection and confidentiality, reporting all concerns to an appropriate person.
* Be aware of and support difference and ensure equal opportunities for all.
* Contribute to the overall vision and values of the Trust.
* Appreciate and support the role of other professionals
* Work effectively as part of team.
* Attend relevant meetings, as required.
* Participate in training and other learning activities and performance development as required.
* Treat all users of the school with courtesy and consideration.
* Present a positive personal image, contributing to a welcoming school environment which supports equal opportunities for all.
* Be proactive in seeking appropriate advice and guidance where required.
* Flexible and willing to work between different sites as required.

**The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.**

**PERSON SPECIFICATION**

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| **1.. Qualifications and Training** | **Essential/****Desirable** | **Shortlisting** |
| 1. NQF Level 2 literacy/numeracy qualifications
 | E |  |
| 1. Qualifications in Business Administration or secretarial skills (level 2 or 3)
 | D |  |
| **2. Knowledge and Experience**  | **Essential/****Desirable** | **Shortlisting** |
| 1. Working in an administrative role, including dealing with customers and using a range of office equipment
 | E |  |
| 1. Setting up and maintaining filing and storage systems
 | E |  |
| 1. Arranging events e.g. meetings, and producing agendas and taking minutes
 | D |  |
| 1. Analysing and recording statistical data
 | E |  |
| 1. Appreciation of auditable financial procedures e.g. procurement/budget monitoring
 | E |  |
| 1. Experience of providing basic instruction or training to other employees on office systems
 | E |  |
| 1. Creating and implementing new working methods and systems
 | E |  |
| 1. Using a range of computer applications and ICT including word processing, spreadsheets, databases, presentation software, internet and e-mail
 | E |  |
| 1. Working in an environment where literacy and numeracy skills have been demonstrated
 | E |  |
| **3. Skills and Abilities** | **Essential/****Desirable** | **Shortlisting** |
| 1. Communicates effectively on a 1:1 basis about everyday issues
 | E |  |
| 1. Deals confidently with different points of view in conversations
 | E |  |
| 1. Contributes clearly and effectively to discussion with others
 | E |  |
| 1. Persuades others to own point of view on routine issues
 | E |  |
| 1. Produces detailed written information to communicate information, ideas, and opinions
 | E |  |
| 1. Uses initiative and decides the order in which own daily tasks are to be carried out
 | E |  |
| 1. Deals with everyday issues in own job
 | E |  |
| 1. Gathers enough relevant information to understand specific problems, issues, and events
 | E |  |
| 1. Uses factual information to identify problems and draw logical conclusions
 | E |  |
| 1. Makes own judgement about situations and plans ahead
 | E |  |

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| **4. Beliefs, attitudes and personal attributes** | **Essential/****Desirable** | **Shortlisting** |
| A: A shared commitment and culture to match that of the Trust in improving education and life chances of the communities we serve. | E |  |
| B: Committed and passionate about the provision of outstanding primary education. | E |  |
| C: Belief and commitment to equality of opportunity for all | E |  |
| D: Optimism and resilience in the face of challenges | E |  |
| E: Self-aware and able to learn | E |  |

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| **5. Additional Factors** | **Essential/****Desirable** | **Shortlisting** |
| A: Ability to travel within a reasonable timeframe | E |  |
| B: No serious health problem which is likely to impact upon job performance (that cannot be accommodated by reasonable adjustments) | E |  |
| C: Good attendance record in current/previous employment (not including absences resulting from disability) | E |  |
| D: A commitment to safeguarding and promoting the welfare of children and young people. | E |  |
| E: A willingness to share information and expertise. | E |  |
| F: A commitment to ongoing staff development and the development of others. | E |  |

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| **Statements relevant to all posts** |
| All duties and responsibilities should be carried out in accordance with agreed policy and procedures, in particular those relating to: Environmental; Health and Safety; Equal Opportunities; Risk Management; Data Protection; IT; Safeguarding and Financial Regulations. |
| Safeguarding is everyone’s business. All employees, governors, contractors and volunteers share a responsibility, both corporately and individually, to ensure that every person is treated with dignity and respect and protected from others who may abuse them. We have a duty of care to safeguard and promote the welfare of children and young people, and must raise any concerns without delay. |
| The person specification covers key areas of competence and methods of assessment other than interview may be used (as appropriate to the job) to assess what a candidate can do and how they act in a specific area or situation. These include: ability test; work-related task; occupational personality questionnaire and presentation. Where this is the case, shortlisted candidates will receive details in advance of the selection process. |