



JOB DESCRIPTION

RECEPTION ADMINISTRATOR

At Phoenix School, the education of our students is our first concern. All staff are accountable for achieving the highest possible standards in work and conduct. Staff are expected to act with honesty and integrity; have strong subject knowledge, keep their knowledge and skills up to date and be self-critical; forge positive professional relationships; and work with parents in the best interest of their students.

GRADE: SCALE 3, 35 HOURS, TERM TIME + 1 WEEK
RESPONSIBLE TO: OFFICE MANAGER / SCHOOL BUSINESS MANAGER

PURPOSE OF THE POST:

To support the aims and ethos of the school by providing an administrative service within the school in particular to support the collection, storage and retrieval of pupil information, to ensure that legal requirements are met, parents and professionals are informed and the required management information is available to the school and LA.

THE MAIN AREAS OF RESPONSIBILITY WILL BE:

The post holder will be responsible for providing a professional and efficient reception service and providing administrative assistance.

RECEPTIONIST DUTIES

- To answer the telephone in an efficient and professional manner, record and pass on messages as appropriate
- To be able to use schools MIS system to record, monitor and track student attendance and punctually
- To answer the intercom CCTV system whilst having a high regard for security and Safeguarding
- To greet parents / carers and visitors and deal with their queries in an efficient and professional manner
- Liaising with parents, the local authority and any other outside agencies as necessary
- To ensure visitors sign in using the InVentry System and are provided with a visitor's badge
- To programme access cards using Access Control System and to record, monitor and cancel cards
- Where appropriate arrange for an interpreter for visitors who do not have English as their first language
- To liaise with the Home School Liaison Officer about pupils who are not attending school
- To accurately maintain and oversee the school diary, to include events, minibus booking and professional meetings
- To provide and set up refreshments for senior leaders and visitors as required, including conferences and events
- To open and distribute internal and external post and correspondence as appropriate, either in pigeonholes or in person
- To ensure all documents received at front desk are date stamped and ready for appropriate bodies.
- To prepare post for franking and to take post to the post office
- To undertake Office filing, including pupil records, incident record, risk assessments, off site forms etc
- To liaise with the G4S help desk on all reported building defects and to keep a written record of the call.
- To maintain Office Stationery and First Aid resources and maintain stock.
- To maintain and monitor daily Staff & Visitors signing in and reports.

- To maintain and order as necessary the school's refreshments i.e. tea, coffee, sugar and milk etc.
- To order and maintain stock of School Uniform and issue parents with receipt and handling of uniforms.
- To ensure that Meeting and First Aid rooms are kept tidy and ready for meetings.
- To liaise with Home School Liaison Officer and Out of School Play Scheme Manager to ensure accurate registers are available for transport/drivers for after school clubs.
- To ensure transport have up to date information about pupils arriving late and pupils going home early on daily basis and provide reports to relevant bodies
- To ensure that transport (including out of borough schools) have details of holidays, INSET days etc. including early closure.
- To work 3 Parents Evening between 4pm to 7pm providing support and deal with enquires to Parents.
- To inform Headteacher / Staff Cover Supervisor of staff absences daily.
- To provide Special Leave and Sickness Absence reports for the Headteacher.

ADMINISTRATIVE SUPPORT

- To use franking machine for postage, distribute internal and external mail.
- To take post the local post office as required for the school office.
- To liaise and support Senior admin and admin officer in coordinating in-take, planning and annual review meetings for new students and existing students.
- To update pupil information using the school MIS system.
- To support in administration of DBS checks for current staff renewals.
- To process sickness and absences on school calendar and schools MIS system
- To ensure that letters, newsletters, reports and other documents required by the Headteacher and other teachers, are produced as appropriate.
- To undertake filing and photocopying for School Office/HR; and to assist users with the operation of the photocopier.
- To ensure that parent evening, school closure letters, newsletters and other documents are produced as appropriate and distributed either internally or externally.
- To create files for new staff and maintain efficient and up to date files for all staff.
- To undertake Office typing or data entries provided by line manager

PUPIL INFORMATION AND PROCEDURES

- To accurately maintain and file pupil records and documents and send on when pupils leave.
- To use spreadsheets to record, monitor and produce reports regarding transport arrangements to and from school, after school clubs, parents' evenings and social events.
- To send out brochures, application forms for advertisements, prospectuses etc and keep appropriate records for recording.
- To maintain pupil's files ensuring that staff, parents, internal and external agencies are provided with relevant information.
- To use and maintain a variety of machines in the administration office, Headteacher's office and other offices, including the photocopier, answer phone, facsimile and computer equipment, tackling problems personally or referring them to service engineers.

ADDITIONAL RESPONSIBILITIES AND GENERAL REQUIREMENTS:

- Undertaking any professional duties commensurate with the grade of the post, reasonably delegated by the Headteacher or School Business Manager
- Participating in the school's appraisal and professional development arrangements, ensuring that objectives are set and met within the agreed time-scale
- Attending and participating in relevant training (including training and development days), sharing the knowledge and ideas gained with colleagues

VARIATION CLAUSE:

1. This is a description of the job as it is constituted at the date shown. It is the practice of the school to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the Executive Headteacher in consultation with the Post Holder.
2. In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible management reserves the right to make changes to the job description following consultation.

FLEXIBILITY CLAUSE:

1. Other duties and responsibilities express and implied, which arise from the nature and character of the post within the school mentioned above or in a comparable post in any of the school's other sections or departments.
2. Staff are 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.

EQUAL OPPORTUNITIES STATEMENT

To ensure equality of opportunity for all people in service provision and in employment, and to oppose strongly any form of discrimination.

ADDITIONAL DUTIES

To play a full part in the life of the school and its community to support its mission and ethos and to be a role model for staff and students.

SAFEGUARDING

Phoenix is committed to the safeguarding and welfare of our children and young people and expects all our staff and volunteers to share this commitment.

PERSONAL SPECIFICATION



POST TITLE:
GRADE:

SCHOOL RECEPTION ADMINISTRATOR
35 HR PER WEEK SCALE 3 TERM TIME + 1 WEEK

Selection criteria – please address these in your personal statement	
Qualifications	Have a minimum of Grade C in English and Maths GCSE level or equivalent, or relevant qualification or experience relevant to the post of working in a school environment and support in a non-mainstream setting
Experience	Experience of working as a receptionist and/or in an administrative capacity. (Candidates who have experience in an educational context will be at an advantage).
	Experience of using and maintaining administrative systems (both computer and paper based).
	Experience of using and maintaining the school's management information system SIMS
	Ability to build and maintain excellent professional relationships with children, parents, colleagues and across agencies, dealing sensitively with people and resolving conflicts
	Significant experience of working in a school environment and ability to work and support in a non-mainstream setting
Knowledge and understanding	Understanding of and commitment to equal opportunity issues within the workplace.
	Understanding and knowledge of IT administration systems.
	Understanding issues affecting pupils with autism and SEN needs
	Knowledge of safeguarding, Keeping Children Safe in Education and Child Protection
Skills	Good ICT skills
	Ability to be self-motivated, flexible and well organised to manage at times, unpredictable and variable work loads
	Ability to meet targets and deadlines in a pressurised environment.
	Ability to use computer skills to operate Word, Excel and the school's management information system to produce letters, reports and spread sheets
	Ability to communicate effectively, both verbally and in writing.
	Ability to maintain strict confidentiality in all matters.
	Ability to build and maintain effective working relationships with a wide variety of people and organisations.
	Ability to use inter-personal skills to build and maintain effective working relationships.
Personal qualities	Ambition, energy, enthusiasm, determination and drive
	Resilience, reliability, professionalism and integrity
	Thoroughness and efficiency with an attention to detail
	Commitment to developing the role by undertaking CPD and seeking out opportunities to enhance and update practice
	Positive work ethic – being flexible and willing to 'go the extra mile'
Other	A DBS enhanced disclosure that is satisfactory to the School
	Flexible working hours, which may involve occasional out of hours work including holidays to meet the needs of the school