



DUNRAVEN EDUCATIONAL TRUST

## RECEPTIONIST AND ADMINISTRATION OFFICER

### JOB DESCRIPTION

**Responsible to:** Office Manager  
**Pay scale:** NJC Scale 4  
**Work pattern:** Full Time, Term-time only + 2 weeks  
**Location of post:** The Elmgreen School, SE27 9BZ

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#### Key Responsibilities:

**Maintaining the highest level of customer service, act as the first point of contact for the school, responding to internal and external enquiries, passing appropriate information to staff and assisting with the smooth administration of the school.**

#### Reception

1. To provide effective communication links (telephone, email, reception and messages) throughout the school including but not limited to telephone switchboard duties, taking and circulating messages.
2. To act as a point of contact for Premises emergencies and relay the details to the Premises Manager.
3. Provide administrative support for key events including parents' evenings.
4. To receive and welcome all visitors and deliveries, inform appropriate staff and ensure visitors sign into the school and are given security badges.
5. To sign children in late and sign them out for appointments in the absence of the Attendance Officer.
6. To be responsible for redirecting families to appropriate agencies or services within the Local Authority as and when required e.g. assisting families who make initial enquiries on the Local Authority's Admissions Procedure.

## **Clerical**

7. To provide clerical duties that support the work of the Senior Leadership Team and the wider school. Including but not limited to support for parent meetings and evenings, completion of standard letters, addressing envelopes, making up information packs and the collation of documents.
8. Provide clerical support specifically for leaders of one of Key Stage 3 or 4.
9. Word process documents as required.
10. Enter data on SIMS as required.
11. Use Parent Pay, send out texts and emails to parents as required.
12. To check and assist with confirmation of payments from students and families for educational visits, instrumental tuition etc.
13. To take payment from students for planners and lunch cards when required.
14. Assist the Student Services Officer in the maintenance of manual filing systems.
15. To open and distribute incoming mail and dispatch outgoing communications ensuring the post is placed in staff pigeon holes on a daily basis.
16. To take responsibility for producing staff passes as requested.
17. Copy and collate hard copy recruitment packs and dispatch them on request from prospective applicants by letter, telephone or email (regularly checking the recruitment inbox).
18. Copy application forms and prepare packs for shortlisting panels.
19. To book staff onto the training and ensure rooms are booked. Order refreshments in advance from Catering Services.
20. To provide staff with student information as required.
21. To provide students with relevant information as required.

## **Student Welfare**

22. To cover the Student Services Officer in dealing with students who report to reception feeling unwell. As and when required by the Heads of Year, contact parents once they have given permission for a student to leave school because they are unwell.

23. To be First Aid trained and be part of the rotation of staff that offer first aid as and when required.

### **General duties**

24. To unequivocally support and promote the values and ethos of The Elmgreen School.
25. Carry out any other responsibilities compatible with the role.

### **Equal Opportunities**

- Take responsibility, appropriate to the post, for tackling racism and promoting good race, ethnic and community relations.

### **Safeguarding**

- Have a due regard for safeguarding and promoting the welfare of children and young people and to follow all associated child protection and safeguarding policies as adopted by the school and Local Authority.

### **Health and Safety**

- Work in compliance with the School's Health and Safety policies and under the Health and Safety at Work Act (1974), ensuring the safety of all parties with whom contact is made, such as members of the public, in premises or sites controlled by the school.
- Ensure compliance of procedures are observed at all times under the provision of safe systems of work through a safe and healthy environment and including such information, training instruction and supervision as necessary to accomplish those goals. Undertake risk assessments as appropriate.

### **Data Protection**

- When working with computerised systems to be completely aware of responsibilities at all times under the Data Protection Act 2018 for the security, accuracy, and significance of personal data held on such systems.
- Be mindful of how data is handled and seek consent and guidance from line managers or designated leads before sharing or storing confidential information.
- Be informed of the data held on you during our recruitment process as explained in the recruitment privacy notice on our website.

**The Elmgreen School is a non-smoking and non-vaping environment.**

This job description will be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the School in relation to the post holder's professional responsibilities and duties.

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## **PERSON SPECIFICATION**

You should seek to demonstrate how you meet the selection criteria in the information you provide on your application form and in your supporting statement.

### **Qualifications & Knowledge**

#### *Essential*

- 5 GCSE's above a C grade, including English and Mathematics (or equivalent)

#### *Desirable*

- A Level or other equivalent qualifications
- First Aid (you will undertake training if required)

### **Skills and Experience**

#### *Essential*

- Excellent communication skills
- Effective telephone manner
- To be friendly and welcoming
- Excellent interpersonal skills including the ability to handle situations with tact and sensitivity involving staff and families. To understand the need for confidentiality
- Ability to manage and prioritise workload and be flexible without supervision
- Ability to use ICT including Microsoft Word, Excel and use of email systems
- Attention to detail

#### *Desirable*

- Previous experience of schools or reception/customer care work

### **General**

- Work as part of a team
- Demonstrate personal integrity
- Display a commitment and an ability to contribute to the protection and safeguarding of children and young people
- Model behaviour, attitudes and dress that set the best possible example to students
- Work unequivocally to support the aims and ethos of the school

- Flexibility in the approach to work and the demands of the post and to adaptable to the changing circumstances of the school
- Willingness to undertake professional development.

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