

## Receptionist/ Administrative Assistant

Date: Jan 2022

### Job Description

Purpose	The post holder will be the Main School Receptionist and, as such, is responsible for the efficient and smooth running of the Reception area. This includes dealing with telephone and all other enquiries effectively and in line with the key values of Hornsey School for Girls. The candidate will be expected to undertake administration duties throughout their day to support school staff.
Responsible	There are no line management responsibilities with this post.
Reporting to	School Office manager
Liaising with	all school staff, students, parents, visitors, external agencies
Scale Grade	Scale 4
Terms & Conditions	36 hours x 52 weeks per annum. Colleagues may be required to work out of hours by negotiation.
Main Duties	<ul style="list-style-type: none"> <li>• Act as the main school Receptionist, dealing with all visitors and enquiries.</li> <li>• Ensure that all visitors complete the signing in and out process, including the production of a badge with a photograph of the visitor and alerting visitors to the safeguarding information on the desk</li> <li>• Manage and maintain the school reception area to keep it tidy, relevant and up to date.</li> <li>• Manage and monitor the school telephone system answering all calls within 4 rings</li> <li>• Organise hospitality for training events and meetings as required.</li> <li>• Liaise with external organisations as required.</li> <li>• Provide administrative and first aid support within the back office, for students, visitors and other departments as needed. <ul style="list-style-type: none"> <li>• Ensure competent IT use of Google Drive/Docs/Forms and other online portals to increase efficiencies and support teaching staff</li> </ul> </li> <li>• Operate as a member of the support staff within the school in meeting all its administrative needs, including the completion of holiday work. <ul style="list-style-type: none"> <li>• Organise post including postcards to students provided by staff</li> </ul> </li> <li>• Be a first aider</li> <li>• Undertake Health &amp; Safety duties as directed by the office manager to ensure that the school meets its duty of care to all students, staff and visitors.</li> <li>• To be highly professional in conduct, presentation and interaction with all visitors</li> <li>• To undertake any other reasonable request by senior staff or line managers</li> </ul> <p>The post holder will be a member of the school's Critical Incident Support Team and will assist the Headteacher and Leadership team in an emergency</p>
Other Specific Duties	<p>Assist in the supervision of students as required, for example in exams, on trips and at break times.</p> <p>The post holder will be required to demonstrate a continual positive commitment to the school's policies including those relating to safeguarding children, health &amp; safety, and equal opportunities.</p>

	<p>☑ Implement and follow all school and LA policies and procedures, including giving due regard to the schools equal opportunity policy.</p> <ul style="list-style-type: none"> <li>• Ensure all work is appropriately documented and kept up-to-date.</li> <li>• Keep abreast of current legislation and developments appropriate to this role and attend training.</li> <li>• Participate fully in the School's Self-Review, Performance Management/Staff Review and School Improvement Plan procedures.</li> </ul>
	<p>It is expected that the post holder will carry out her/his responsibilities within this philosophy. The school will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition. This job description will be reviewed regularly 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.</p>

**This role is subject to an enhanced DBS check**

**PERSON SPECIFICATION**

<b>Skills &amp; Aptitudes</b>	<p>Outstanding interpersonal skills. • Ability to use the telephone system. • Good IT skills including proficiency in relevant programmes • High quality administrative skills. • Ability to communicate clearly and effectively, both orally and in written form. • The ability to manage time effectively and adhere to deadlines.</p>
<b>Qualifications &amp; Experience</b>	<p>• Role related Level 3 qualification is desirable. • Minimum Level 2 (Grade C) qualification or equivalent in English and Maths. • Relevant experience in a secondary school setting is desirable • Outstanding record of attendance and punctuality.</p>
<b>Qualities</b>	<p>A willingness to be flexible with an ability to prioritise. • Ability to deal with difficult situations and remain calm and professional when challenged in a confrontational manner. • Self-confidence and the ability to deal with enquiries in a confidential and purposeful manner. • A self-starter who is organised and who can set and meet deadlines; a problem solver who always wants to achieve better levels of service. • Ability to work under pressure and be resilient.</p>