



ACADEMY RECEPTION AND ADMINISTRATION ASSISTANT

This is a role within the Trust

Job Description & Person Specification

June 2022

Job Description

Job Title:	Academy Reception and Administration Assistant
Accountable to:	Office Manager
FTE Salary:	Grade 3/4
Contract:	Term time only

Working Hours

The post is flexible, but you will be expected to work during term time and take annual leave during school holidays.

Part time, 38 weeks per year.

Core Purpose

To be an ambassador for the academy, meeting students, parents and other visitors and acting as a first point of reference when people arrive and presenting a positive image.

To provide a high standard of clerical and administrative support in all functions of the academy office to assist in the smooth running of all activities.

To build excellent professional relationships with students, parents, staff and other visitors ensuring that all enquiries are dealt with promptly and accurately.

The Office Manager will undertake Performance Management of the Reception and Administration Assistant.

Key Priorities

- To provide effective reception service including, directing calls, dealing with queries and offering accurate advice to parents and visitors, ensuring only authorised personnel enter the academy, liaising with couriers and accepting deliveries.
- To ensure the smooth running of the academy office by taking on specific tasks related to the day to day administrative operation of the academy, being flexible and prepared to offer assistance and support where needed.
- To ensure that all visitors are checked on entry, only authorised visitors gain entry and can be clearly identified by visible badges.

Duties

The Academy Reception and Administration Assistant will:

1. Identify child safeguarding concerns by being vigilant for signs of abuse or neglect.
2. Take appropriate action and report concerns to the Designated Person for safeguarding and follow the Trust's child protection and safeguarding policies.
3. Maintain an attitude of 'it could happen here' when it comes to safeguarding.
4. Be a role model and take a lead in ensuring excellent professional practice across the Cirrus Primary Academy Trust.
5. Ensure equal opportunities with regard to all aspects of practice and provision.
6. Undertake any other duties as may reasonably be directed by the Office Manager.

7. Work from a base in a Trust school office but be able to provide support to other schools as requested.
8. Participate in any arrangements for the appraisal of your performance as Reception and Administration Assistant and commit to furthering your professional knowledge and skills through identification of training needs and participating in further training.
9. To provide first aid to students, staff or visitors when required.
10. Undertake academy reception duties answering routine telephone and face to face enquiries, responding to school access buzzer and signing in visitors as per academy procedures, providing a positive image of the academy at all times.
11. To escort visitors around the building where necessary.
12. Assist the office team in maintaining proper records, inputting confidential information accurately onto the academy's management information system.
13. Photocopying, scanning and collating documents.
14. To support the office team in maintaining records, filing systems and computer files.
15. Answering e-mails and telephone and taking accurate messages and taking responsibility for following up on enquiries and queries.
16. Support the day to day control of the purchase ledger database to ensure accuracy and completeness of data.
17. Managing stock levels of first aid and office based materials and re-ordering when necessary.
18. Assist with the collation and distribution of individual, class or whole academy letters.
19. Delivery of external and internal mail to staff and taking outgoing mail to Postbox/Post Office.
20. To be constantly aware of the safety and wellbeing of students.
21. To be flexible and prepared to offer assistance and support to all academy staff where needed.
22. Provide accurate admissions information to prospective parents and helping with their enquiry.
23. Ensure contractors sign all relevant H&S procedures before commencing tasks/work.
24. Ensure Reception area remains tidy and that literature and forms are updated and replenished when necessary.
25. Key operator of Multi-Functional Devices (MFD) ensuring that all are operational and liaising with engineers for servicing or when faulty.
26. Ensure that electronic messages to parents are delivered securely and accurately.
27. To take ownership of various projects to meet the needs of the academy in order to achieve project goals and assist the overall effectiveness of the department.
28. Assist with covering regular office administration duties within the Academy.

Person Specification

Essential Requirements

1. A high standard of general education.
2. Relevant experience in an educational office environment.
3. Proven extensive experience in managing a broad range of projects playing a leading role in successful delivery.
4. Up-to-date knowledge of relevant legislation and guidance in relation to working with, and the protection of, children.
5. High level personal organisation and time management skills.
6. Must be computer literate with knowledge of basic software (Microsoft Packages)
7. Evidence of attention to detail.
8. Ability to use problem solving skills.
9. Excellent communication skills.
10. A thorough understanding of data protection principles and integrity and confidentiality regarding personal data.
11. An ability to establish positive working relationships with colleagues and pupils through modelling very high levels of professionalism, commitment and integrity.
12. A firm commitment to Equal Opportunities.
13. Strong desire to learn and grow professionally.

Desirable Requirements

1. Technical skills in using school management systems (e.g. SIMS, ParentPay etc.).
2. Relevant qualification in school or business administration or customer service (NVQ Level 3 or above).