

Job Description



Role	Receptionist & Administration Officer (Full Time)
Salary	WSCC Grade 5 Point 7 - 8
Contract Type	Permanent, Full-Time. Term Time plus INSET days, plus the option to work two days in the summer holidays. 37 hours per week.

Reporting to	PA to the Executive Leadership Team
Purpose	Extend the Leadership of the Headteacher. Create the opportunity and capacity for all members of the school community to learn. Embody the Christian ethos and underpinning elements of the school.
General	<ul style="list-style-type: none"> • Management and development of the school reception function to a high professional standard. • The promotion of and safeguarding of all children and young people • Assisting in responding actively to daily low-level safeguarding concerns. • Supporting the administrative functions of the school.
Conditions of Service	<p>Working hours and schedule - This role is a full time, term-time only role. Working hours are: Mon-Thurs 8:00am - 4:30pm and Fri 8:00am - 4:00pm INSET Days are essential Option to work 2 days during the school holidays (Exam results days)</p> <p>Leave entitlements: Bank holidays off Annual leave</p> <p>Salary and benefits: WSCC Grade 5 Point 7 - 8 (£23,126 - £23,487 plus Crawley allowance) Blue Light Card</p> <p>Contract type: Permanent</p>

Key Accountabilities

Reception

- To share in the corporate responsibility for the well-being and behaviour of the students attending the school and to promote a culture of high-quality safeguarding, and a high regard for personal safety and wellbeing for all students
- Contribute to the work of different professional teams at Holy Trinity promoting highly professional relationships that share outstanding practice and a common sense of purpose
- Promote and be responsible for monitoring, high quality professional communication including appropriate, accurate recording of data and information relating to safeguarding
- Servicing reception area, undertaking the following duties:
 - Answering all incoming telephone calls through switchboard and transferring and announcing calls where appropriate. Taking phone messages as appropriate. Being pro-active in problem resolution
 - Ensure that the reception area is staffed at all times during opening hours
 - Making outgoing telephone calls
 - Retrieving messages from answerphone and actioning accordingly
 - Welcoming visitors, making appropriate checks, issuing visitor passes and dealing with their enquiries, having regard to security requirements and the ensuring compliance with school's Safeguarding protocols at all times
 - Comply with school policy with regards to student access to reception area
 - Receiving and distributing post and other deliveries and arranging for their internal distribution
 - Preparing items for posting, ensuring a sufficient amount of stamps is available at all times
 - Keeping the reception area tidy and free from extraneous items; keeping confidential information locked away
 - Replenishing brochure stands
 - Ordering stationery supplies, maintaining stock and tidiness of stationery store and dealing with requests from staff
 - Management of student receptionists
 - Internal communications (e.g. giving messages, central point for premises staff and on call staff)
- Provide relevant training and support to other team members about the role as required
- Communicate with staff, students, parents & carers, governors, suppliers and a range of other external contacts
- Responding to a range of difficult issues and scenarios with exposure to emotionally demanding situations
- Assisting with the welfare and care of sick students. Working with the safeguarding manager and pastoral team to support external agencies visiting vulnerable students in school

Administration

- Administrative support for SLT members, as required
- Other admin tasks as required by the PA to the Executive Leadership Team

Signed _____ (Post Holder) Date _____

Signed _____ (Line Manager) Date _____

The particular duties assigned to this post are set out above but should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required. These duties may be reviewed and amended in consultation with the post holder in light of any changes in the requirements and priorities within the school. Such variations are a common occurrence and cannot of themselves justify a re-grading of the post.

Person Specification – Receptionist & Administration Officer

	Essential (E) or Desirable (D)	Evidenced by:
Willing and able to obtain Enhanced DBS clearance/ for schools	E	Application / DBS check
Evidence of Right to Work in UK	E	Application and paperwork at interview
Educated to at least Level 2 (GCSE A*- C or equivalent) in English and Maths	E	Application and Certificates
Good working knowledge of Word and Excel and other office programs	E	Application and practical activity
Knowledge of Bromcom (training will be provided)	D	Application and interview
Knowledge of CPOMS (training will be provided) or other safeguarding recording system	D	Application and interview
Good, accurate typing skills	E	Practical test
Confident and courteous telephone manner	E	Application and interview
Able to follow instructions, pick up things quickly and take initiative within boundaries	E	Application and interview
Experience in a similar role	E	Application and interview
Efficient, organised and attention to detail	E	Application and interview
Personable but able to say 'no' and stand ground, when required	E	Interview and practical activity
Ability to keep calm and focussed in pressurised situations	E	Application and interview
Resilient and able to deal appropriately with difficult people and situations avoiding unnecessary escalation	E	Application and interview
Diplomatic, discerning and able to deal with confidential information	E	Application and interview
Able to follow instructions, learn quickly and to take initiative within boundaries	E	Application and interview
Good relationship with children and adults	E	Application and interview
Problem-solver with a 'can do' attitude	E	Application and interview
Strong 'customer service' ethic	E	Application and interview
Team player	E	Application and interview
Flexible	E	Application and interview
Willing to undertake relevant Safeguarding training and abide by school policy	E	Application and Interview
Representative of the school's ethos and core values	E	Application and interview