



## **JOB DESCRIPTION**

**Job Title:** Receptionist / Administration Support  
**Grade:** A1/A3 SCP 2-4  
**Reporting to:** Operations Manager (Finance & Admin)

### **Job Purpose:**

To act as the first point of contact for the academy, delivering a professional, welcoming and efficient reception service to pupils, parents, staff and visitors. Under the direction of the Operations Manager (Finance & Admin), the postholder will provide high-quality administrative and clerical support, ensuring the smooth day-to-day operation of the main office. The role requires excellent customer service, strong organisational skills and the ability to communicate effectively, while upholding the academy's values, safeguarding responsibilities and commitment to a safe, inclusive and supportive environment for all.

### **Main Duties:**

- Undertake reception duties, answering routine telephone and face to face enquiries and the signing in of visitors.
- Provide routine clerical support e.g. Photocopying of ID documents, filing, emailing, completing routine forms.
- Act as the first point of contact for visitors, parents and pupils – both in person and on the telephone.
- It is expected that everyone will be dealt with in a courteous, professional, calm and friendly way.
- Provide an excellent customer service to parents, pupils, colleagues and visitors to the college
- Undertake typing, word-processing and other IT based tasks, as required.
- Sort and distribute mail, incoming and outgoing. Ensure all post is sent on a daily basis.
- Arrange distribution of supplies when deliveries arrive.
- Report inappropriate pupil behaviour and convey serious incidents to Principal's PA as appropriate.
- Be aware of and comply with policies and procedures relating to child protection, inclusion, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Be aware of and support equality policies.
- Contribute to the overall ethos/work/aims of the college.
- Attend and participate in relevant meetings as required.
- Participate in training and other learning activities and performance development as required.
- Support induction and training of new staff as required by the manager.
- Support the wider administration team as required and undertake any other reasonable duties as reasonably directed.

### **Personal Responsibilities:**

- To hold positive values and attitudes and adopt high standards of professional conduct in line with the Seven Principles of Public Life (selflessness, integrity, objectivity, accountability, openness, honesty, leadership) and our trust values of Diligence, Integrity, Rectitude and Kindness.
- Carry out the duties and responsibilities of the post, in accordance with GORSE's Health and Safety Policy and relevant Health and Safety Guidance and Legislation.
- Form positive professional relationships, and work in partnership with colleagues throughout GORSE.
- To willingly engage with training as required.
- Treat all aspects of the role with the strictest confidentiality.

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- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality, equality and diversity and data protection, reporting all concerns to an appropriate person.

## **Any Special Conditions of Service:**

- The post is subject to a satisfactory enhanced DBS background check, relevant right to work documentation, suitable references and a six -month probationary period.
- Occasionally there may be a requirement to work off-site and undertake work outside normal office hours to meet the variable nature of workloads and deadlines and to support academy events.
- Contribution to the overall ethos/work/aims of GORSE.
- GORSE operates a No Smoking/Vaping Policy.

*We are committed to safeguarding the welfare of children and expect all staff and volunteers to share this commitment. The successful candidate will be subject to full employment checks, including an enhanced DBS disclosure and barring service check. We promote diversity and aim to establish a workforce that reflects the population of Leeds.*

**Employment is conditional on confirmation of the right to work in the UK – either as a UK or Irish citizen, under the EU Settlement scheme or having secured any other relevant work visa.**

**Please note that, as a sponsor licence holder, we only provide sponsorship for teacher vacancies.**

## Person Specification Receptionist / Administration Support

Criteria	Essential/ Desirable
<b>Qualifications</b>	
<ul style="list-style-type: none"> <li>GCSE Grade C/4 and above (or equivalent) in Maths and/or English</li> </ul>	<b>D</b>
<b>Knowledge and Skills</b>	
<ul style="list-style-type: none"> <li>Excellent communicator, in person and on the telephone.</li> </ul>	<b>E</b>
<ul style="list-style-type: none"> <li>Excellent interpersonal skills.</li> </ul>	<b>E</b>
<ul style="list-style-type: none"> <li>Computer literate with good knowledge of Microsoft Outlook and Word.</li> </ul>	<b>E</b>
<ul style="list-style-type: none"> <li>Ability to work on own or as part of a team.</li> </ul>	<b>E</b>
<ul style="list-style-type: none"> <li>Ability to keep accurate records.</li> </ul>	<b>E</b>
<ul style="list-style-type: none"> <li>Computer literate with good knowledge of other Microsoft Office applications including Teams, Powerpoint and Excel.</li> </ul>	<b>D</b>
<ul style="list-style-type: none"> <li>Ability to form good relationships with young people.</li> </ul>	<b>D</b>
<b>Experience</b>	
<ul style="list-style-type: none"> <li>Office / reception experience, or other 'customer-facing' experience e.g. in retail or hospitality.</li> </ul>	<b>E</b>
<ul style="list-style-type: none"> <li>Experience of SIMs database.</li> </ul>	<b>D</b>
<ul style="list-style-type: none"> <li>2-year office / reception experience.</li> </ul>	<b>D</b>
<ul style="list-style-type: none"> <li>Experience of working with young people.</li> </ul>	<b>D</b>
<b>Personal Qualities</b>	
<ul style="list-style-type: none"> <li>Passionate about education and making a difference to life chances of all young people.</li> </ul>	<b>E</b>
<ul style="list-style-type: none"> <li>Pleasant and friendly manner.</li> </ul>	<b>E</b>
<ul style="list-style-type: none"> <li>Polite, punctual and reliable.</li> </ul>	<b>E</b>
<ul style="list-style-type: none"> <li>Smart and professional personal appearance.</li> </ul>	<b>E</b>
<ul style="list-style-type: none"> <li>Energetic, enthusiastic and hard-working.</li> </ul>	<b>E</b>
<ul style="list-style-type: none"> <li>Calm under pressure.</li> </ul>	<b>E</b>
<ul style="list-style-type: none"> <li>Collaborative, open and honest.</li> </ul>	<b>E</b>
<ul style="list-style-type: none"> <li>Determined to reach and exceed challenging targets.</li> </ul>	<b>E</b>
<ul style="list-style-type: none"> <li>A positive mindset.</li> </ul>	<b>E</b>
<ul style="list-style-type: none"> <li>A caring nature.</li> </ul>	<b>E</b>
<b>Continuous Professional Development</b>	
<ul style="list-style-type: none"> <li>Evidence of commitment to Continuing Professional Development</li> </ul>	<b>E</b>
<b>Other Conditions</b>	
<ul style="list-style-type: none"> <li>Enhanced DBS Clearance.</li> </ul>	<b>E</b>

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