

Job Description

Post Title: Receptionist & Administrative Assistant

Contract: Permanent, Term-Time plus 5 days

Line Manager: Office Manager

Pay Range/Grade: Band 5, SCP4 – SCP6

Location: Knowleswood Primary School

Hours of work: 8.30am to 3.30pm, 32.5 hours per week

Purpose of the Role:

To assist in the provision of high quality, professional, flexible, proficient and constructive clerical, administration, financial support and reception service to the school.

Working closely with the Office Manager, the post holder will be responsible for reception duty and assist with data entry and any other paperwork associated with working in a school office environment.

Responsible to the Headteacher from whom they will receive formal supervision and who will allocate work when necessary. However, much of the work is self-generating, and the post holder will be expected to work within established procedures and guidelines and to prioritise day-to-day work, referring only exceptional or complex queries to senior members of staff.

To provide prompt and effective information, advice and access to services provided by the School to parents/carers, governors, community groups, members of the public and other agencies, dealing with requests for help and intervention, seeking guidance from and working in conjunction with senior/qualified professional staff on more complex requests. Undertaking and promoting the School to public and external agencies.

May from time to time be required to undertake other duties commensurate with the grade and level of responsibility defined in this job description.

Supervision and Guidance:

- To work under the instruction and guidance of the Office Manager and senior staff.

Supervisory Responsibilities:

- Assisting as a member of the administration team in the supervision of apprentices, students on work experience, trainees and voluntary helpers with whom the post holder is working with.

Key Responsibilities:

General duties:

- To give advice and guidance as appropriate, making decisions regarding individual visitors/callers in terms of the advice and information provided and using some judgement within established procedures and guidelines, liaising with other staff within the school and assessing the level of urgency.
- Assist with pupil first aid/welfare duties, looking after sick pupils, liaising with parents/staff etc.
- Assisting with arrangements for visits by school nurse, photographer etc
- Maintaining stock and supplies and prepare information to help in the processing of orders, checking delivery notes, cataloguing and distributing as required.
- Use good common sense and initiative in all matters relating to the conduct and behaviour of individuals, groups of pupils and whole classes; the correct use and care of materials by individual and small groups of pupils, the safety, mobility (if required) and hygiene and well-being of the pupils.
- Preparing refreshments for visitors.
- Receiving and escorting visitors around the School.
- To be responsible for reporting building maintenance in accordance with health and safety requirements.

Administration:

- Provide routine clerical support e.g. record and circulate messages to other members of staff, photocopying, filing, scanning, emailing, complete routine forms, sort and distribute mail, ensuring supplies of internal forms are kept well stocked.
- Maintain manual systems.
- Maintain and collate pupil reports.
- Data inputting of computerised records/management information systems.
- Produce data/information/basic reports as required e.g. pupils' data.
- Undertake typing, word-processing and other IT based tasks (letters, memos, minutes etc).
- Undertake routine administration, e.g. registers/school meals/arranging and coordinating meetings on behalf of other school staff/minute taking/retrieve and disseminate information as appropriate to the needs of the school.
- Undertake reception duties, answering routine telephone and face to face enquiries and signing in visitors.
- Responsible for the safe keeping of office equipment and secure storage of supplies.
- Responsible in the collection and recording of school dinner money and other routine financial administration.

Support for the School:

- To give advice and guidance as appropriate, making decisions regarding individual visitors/callers in terms of the advice and information provided and using some judgement within established procedures and guidelines, liaising with other staff within the school and assessing the level of urgency.
 - Assist with travel arrangements for trips/visits.
 - To support/assist in the supervision of students on work experience, trainees and voluntary helpers.
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- To be aware of and comply with school policies and procedures relating to child protection; being vigilant for signs that children may be being abused and to report any such suspicions to the school's nominated Child Protection Co-ordinator or the Headteacher.

Working in Partnerships with Parents/carers and external agencies:

- Internal contact with staff at all levels across the school and Trust, Parents/Carers, Governors, Community Groups, Social Services, Police, Local Education Authority, Contractors and External Agencies.

Maintaining Professional Competencies:

- To operate within agreed legal, ethical and professional boundaries when working with children and young people and those involved with them.
- Ensure high level of professional competences by attending regular training, undertaking further qualifications and self-study.

Safeguarding and Compliance:

- Work in line with statutory safeguarding guidance (e.g. Keeping Children Safe in Education, Prevent) and our safeguarding and child protection policies.
- Safeguarding the welfare of pupils and reporting any concerns to the Deputy Headteachers and/or Headteacher.
- To be aware of the school's duty of care in relation to staff, students and visitors and to comply with the health and safety policy at all times.
- Promote the safeguarding of all pupils in the school.

Management of Resources:

- To maintain the confidential nature of information relating to the school, its pupils, parents and carers.
- The provision, use and storage of equipment and materials used by pupils with whom the post holder is working. General responsibility for the care of all equipment and materials within the classroom/designated area of the school.

Intermediate Threshold Fluency Duty Required:

In line with the Immigration Act 2016; the Government has created a duty to ensure that all Public Authority staff working in customer facing roles can speak fluent English to an appropriate standard.

The post holder should demonstrate:

- They can express themselves fluently and spontaneously with minimal effort and,
- Only the requirement to explain difficult concepts may hinder a natural smooth flow of language.

This job description should be seen as enabling rather than restrictive and will be subject to regular review.



Person Specification

Area of specification	Essential/ Desirable	Method of Assessment
QUALIFICATIONS - Minimum of GCSE English and Mathematics at grade C or above (or equivalent). - NVQ3 (or equivalent) in a relevant discipline. - Further professional qualifications relevant to the role.	E E D	Application and interview
EXPERIENCE - Experience using Microsoft Office. - Experience of working in an office environment. - Provide evidence of having previously spoken fluently to customers at an Intermediate Threshold Level. - Experience of working in an office environment within a school.	E D D D D	Application and interview
KNOWLEDGE/SKILLS/ABILITIES (Core competencies) - Knowledge/experience of general office work. - Good literacy and numeracy skills. - Good communication skills including telephone/reception skills. - Knowledge of and the ability to use office machinery e.g. photocopiers, scanners, shredding machine etc. - Working knowledge/use of databases and other software packages e.g. Microsoft Office (Word/Excel/Outlook etc.). - Knowledge of maintaining financial information systems and making payments. - Knowledge of relevant policies, procedures and codes of practice. - Have a neat and organised approach to work. - Be willing, courteous and able to work both using your own initiative and in a team. - In line with the Immigration Act 2016; you should be able to demonstrate fluency of the English Language at an Intermediate Threshold Level. - Knowledge of maintaining financial information systems and making payments using PSF. - Knowledge of Staff Absence Management.	E E E E E E E E E D D	Application and interview
PERSONAL QUALITIES - Be committed to raising standards - Be someone who can create an atmosphere in which children can thrive and succeed - Have excellent interpersonal skills - Effective communication and organisation skills	E E E E	Application and interview

Ability to manage workloads and work calmly under pressure	E	
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This job description is not your contract of employment, or any part of it. It has been prepared only for the purpose of school organisation and may change either as your contract changes or as the organisation of the school is changed. Nothing will be changed without consultation. This document must not be altered once it has been signed but it will be reviewed annually as part of the performance management process or as appropriate.

Signature of post holder _____ **Date** / /

Signature of Headteacher _____ **Date** / /

