

Job Title:	Receptionist and Administrative Assistant
Location:	Royal Greenwich Trust School
Responsible to:	Head of School Administration
Full/part time:	Full-time - 35 hours per week. Term Time Only plus 2 weeks (41 weeks)
Grade:	Scale 4 points 7 - 10

INTRODUCTION

The University Schools Trust (UST) is a unique partnership of six world-leading universities and four sector-leading bodies who are working together to deliver a shared vision of inclusive, high quality and transformational education delivered by schools which are deeply rooted in the communities they serve.

We take a rigorous approach - educating from nursery to university and beyond - to all aspects of our work. Our teaching practice is effective, our students are challenged to achieve their best and we use our resources efficiently. Our values of communication, investigation, participation, networking, scholarship and vision are core to all our work.

As a small, growing and dynamic trust. We are small enough to know and care about the professional development of every single employee, and through our influential trust partners we have increased the scope of our work and the opportunities available to students and our staff.

OUR VISION

To provide transformational educational opportunities for children across London, setting the agenda for social mobility and sector-wide change.

MISSION STATEMENT

Our mission at UST is to improve the outcomes of all our pupils by ensuring we train, recruit and retain the highest calibre of staff across our workforce. Our teaching practice will be research led in partnership with our academic Trust sponsors and the evidence collated will influence local, national and international policy. We will share our best practice with others, extending our success and influence. A critical mass of schools will enable a flexible, school-to-school support structure which will ensure a platform to develop school leaders. Leaders at all levels will provide a systematic succession plan for our schools.

JOB PURPOSE

MAIN PURPOSE OF THIS ROLE

To be able to demonstrate clear communication, as first point of call for all staff, students and parents on a busy reception area the candidate is required to deal with parent and student enquiries as well as supporting staff. To be able to remain calm and professional when dealing with pressurising situations. Filtering through incoming calls and if needs be forwarding to members of staff concerned. Supporting with all other administrative duties for departments if required. Allocating and arranging cover for sickness, trips, meetings etc. Ensuring all policies are met for visitors onsite, issuing visitor passes. A daily use of Arbor, outlook and all Microsoft packages.

SPECIFIC RESPONSIBILITIES

Reception Duties:

- Supporting at reception greeting visitors face to face, answering phone calls and passing on messages to relevant people
- Ensuring that there is a warm, welcoming and professional feel to our 'front of house' for visitors and during events



- Monitoring and controlling access onsite, as well as taking charge of securing the reception area by ensuring all visitors are accounted for and successfully record their visit (inventory system)
- Ensuring visitors to the school are welcomed in a professional, polite and friendly manner and adhere to the school's security/Safeguarding policy (e.g. visitors' badges, signing in/out etc.)
- Following the school's procedure for signing out students for appointments
- Tracking calls at reception and following up with staff regarding unresolved matters
- Keeping the reception area tidy and organised, to reflect a clean and professional environment
- Printing, copy and scanning
- Recording absences staff/students and forwarding on details to attendance officer(s)

Administrative Duties:

- To provide Curriculum admin support to the Deputy Headteacher - Curriculum. This will include: administrative duties, arranging meetings and appointments, creating and amending documentation, running Arbor reports as and when required and drafting letters and memos
- Answering telephones and directing phone calls to the relevant colleagues across the school
- Gathering, storing and retrieving documents
- Tracking Administrative data and ensuring it is up to date
- Filing, including the handling of confidential and sensitive data
- Handling incoming and outgoing mail and packages
- Ensuring that all mail and packages are delivered to the correct people
- Covering duties at reception such as meeting visitors face to face, answering phone calls and passing on messages to the relevant people
- Providing administrative and organisational support to the administration team
- Maintaining a log of external communications, ensuring that stakeholders are responded to in a timely manner
- Supporting with the administration of events such as Parents' Evening and Academic Review Day
- Assisting in providing hospitality for meetings and events when required
- Supporting the school with sending letters and other communication to parents/carers when and where required
- Organising appointments by telephone/letter and any other duties required for Academic Planning Day, Parents Evening, Open Evening, Year 6 interviews etc.
- Attending Team and Staff Meetings as required
- Arrange cover for staff
- Sending out detention information and general updates regarding school activity (closing early, after school club reminders) to parents using school comms systems
- Ensuring all policies and procedures (safeguarding and visitors) are met so that the running of the school is consistent
- Supporting SLT with creating documents for official use
- To provide administrative support such as arranging meetings appointments with use outlook calendar, creating and amending documentations, running reports using Arbor as required
- Updating visitor information booklets, supporting Head of School Administration with any administrative duties
- Supporting with collection of certificates from reception and recording all collection and taking any messages for exam officer
- Sending out reminders for staff assigned to break time and lunch time duties
- Supporting other admin duties in staff absences



COMMON ROLES OF ALL TRUST MEMBERS

Leadership: Vision and Values

- Lead by example, providing inspiration and motivation, and embody for the students, staff, governors, parents/carers and wider community, the vision, purpose and leadership of the Trust.
- To ensure equal opportunities for all.
- To be committed to safeguarding and to promoting the welfare of all young people.
- To assist in the development of a culture and environment in which young people thrive and to drive innovation.
- To drive up educational standards, promote life-long learning and continually improve outcomes for all.
- Lead and contribute to an ethos in the Trust, where well-being and respect are at the heart of the Trust and each student is valued and nurtured to develop personally and educationally.

Leading and Managing Others and Self

- Take responsibility for the day-to-day management of designated staff.
- Develop and maintain a culture of high expectations for self and others.
- Regularly review own practice, set personal targets and take responsibility for own development.
- Actively engage in the performance review process.
- Work within the Trust's Health and Safety Policy to ensure a safe working environment for staff, students and visitors.
- Maintain high professional standards of attendance, punctuality, appearance, conduct and positive, courteous relations with students, parents/carers, colleagues and visitors.
- Adhere to Trust policies and procedures.

Additional Requirements:

- The post holder must demonstrate a flexible approach in the delivery of work. Consequently, the postholder may be required to perform work not specifically identified in the job profile but which is in line with the general level of scope, grade and responsibilities of the post.
- Carry out the work of the job in a way that is consistent with the culture, ethos, equalities and inclusion policies of the school and the University Schools Trust.
- The Trust is committed to safeguarding, child protection and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment, recording and reporting all concerns to the appropriate person and disclosures to the relevant professional.
- Undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Trust's Equal Opportunities Policy and Use of ICT Policy.
- Complete any training required to improve performance and take part in the school performance management systems (where relevant).
- Undertake such other duties as are commensurate with the post and which may reasonably be required by the Trust.



JOB DESCRIPTION AGREEMENT

The postholder will be line managed and appraisal managed by: **The Head of School Administration.**

The above job description was agreed on (date). It may be reviewed and/or amended at any time but before this happens you will be given appropriate opportunities to discuss the proposed amendments. It will be reviewed as part of the annual appraisal process.

_____ Signed by (Post holder)

_____ Signed by (Headteacher)



PERSON SPECIFICATION

Essential	
Qualifications	<ul style="list-style-type: none">• 4 GCSEs at A* - C (or equivalent) (including English Language and Mathematics) or equivalent• Experience of management, manipulation and secure retention of data
Knowledge/ Understanding	<ul style="list-style-type: none">• Good ICT skills, including the use of Microsoft Office platforms: Word, Excel, PowerPoint, Publisher and MS Teams• Experience of working in a school setting (desirable)• Experience of using MIS Modules (Arbor) and databases
Skills and abilities	<ul style="list-style-type: none">• Excellent interpersonal and organisational skills• Ability to act on own initiative and be a self-starter• Able to communicate and interact effectively face to face, in writing and over the telephone• Able to maintain an eye for detail in all aspects of your work• Able to meet deadlines while maintaining accuracy of work• Excellent organisational and communication skills• Ability to uphold confidentiality and security of information• Ability to work individually and as part of a team• Ability to work with changing and conflicting deadlines• Accurate inputting of data