

<b>Job Title:</b> Receptionist/ Administrator	<b>Pay Scale:</b> PPS 4
<b>Normal Place of Work:</b> The Priory City of Lincoln Academy	<b>Line Manager:</b> Headteachers PA
<b>Role Summary:</b> Provide reception and switchboard service for the Academy, acting as front of house. Provide clerical and general support to the Academy's administrative function:	

## DUTIES AND RESPONSIBILITIES

1. Provide reception/switchboard support for the Academy:
  - Sign in and oversee the arrival of visitors and students;
  - Maintain a record of frequent visitors in line with safeguarding guidance, as part of the single central register;
  - Operate the switchboard, transferring calls or taking and delivering messages as appropriate;
  - Updating attendance registers etc on Sims;
  - Access voicemail messages and deliver messages as appropriate.
  - Use of the radio
  
  - Administrative duties
  - Receive, sort and distribute incoming mail, parcels, courier and e-courier mail;
  - Frank, sort and record outgoing mail ready for collection
  - Support with the organisation of transports for trips and organising individual student transport
  - Support with finance including the inputting of invoices on the system.
  
2. Support the Headteachers PA as required:
  - Carry out clerical and administrative tasks, as directed;
  - Input data to the management information system, as directed;
  - Support special projects, as directed.

## Key Relationships

The post holder will be expected to develop and maintain good relationships with:

• Head Teacher, SLT and all Trust staff	To ensure a high quality service is provided that meets the needs of the Trust.
• Parents and Students	
• Visitors	

### **Generic Responsibilities**

- Represent and promote The Priory Federation of Academies' values internally and externally.
- Ensure that the Federations internal customers receive an excellent customer service experience in all dealings with the service.
- Deliver your day to day duties consistently with the agreed service level.
- Act as a champion for change and improvement, constantly enhancing quality.
- Contribute to the annual quality review of the service and the programme of continuous improvement.
- Actively promote and act, at all times, in accordance with Federation policies, e.g. Health and Safety, Equal Opportunities and Safeguarding.
- Make a commitment and contribution to improving standards for pupils, as appropriate.
- Contribute to the maintenance of a caring and stimulating environment for pupils.
- Undertake other duties commensurate with the job level.

The post holder will interact professionally with colleagues to ensure understanding and awareness of responsibilities of all colleagues and undergo any relevant training.

Elements of this job description may be changed following consultation with your manager.

### **TERMS OF EMPLOYMENT**

All offers of employment are subject to The Trust receiving proof of identity, two satisfactory references, satisfactory health and enhanced DBS checks, a signed Code of Conduct, evidence of your relevant qualifications and successful completion of a 12 month probation period.

### **HEALTH AND SAFETY**

All employees are responsible for reading, understanding and carrying out the requirements of The Trust's Health and Safety policy and for informing a relevant person if they become aware of any non-compliance with the policy or of any identified training needs.

### **HOURS OF WORK**

The Academy day is between 8:00 am and 6:00 pm. A flexible approach to working is expected as some tasks may be required to be carried out in the evenings and during holiday periods.

### **CONTINUAL PROFESSIONAL DEVELOPMENT**

The Trust requires individuals to identify and analyse their own training and development needs and to actively participate in the design of a development plan to meet these needs and the needs of the Academy. This may be achieved through an appraisal process.

The post holder should recognise and take advantage of development opportunities and should periodically review their own progress towards meeting previously agreed goals.

### **CONDITIONS OF SERVICE**

Governed by the National Agreement on Pay and Conditions of Service supplemented by local conditions as adopted.

### **SPECIAL ARRANGEMENTS**

The post holder may be required to work outside of normal academy hours on occasion, with due notice.

## **SAFEGUARDING STATEMENT**

The Priory Federation of Academies is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.

## **EQUALITY, DIVERSITY AND INCLUSION**

The Priory Federation of Academies Trust is committed to maintaining a diverse workforce and an inclusive environment for all. Our aim, embedded in the Trust Values, is to enrich our workforce at every level and we encourage applications from all under-represented groups.

### Person Specification – Administrator/Receptionist

		Essential	Desirable	How assessed*
<b>QUALIFICATIONS</b>				
1.	GCSE English and Mathematics grade A to C or equivalent	x		AF / Cert
2.	IT Qualification, e.g. CLAIT or ECDL	x		AF / Cert
3.	NVQ Level 2 or 3 Administration qualification or working towards		x	AF / Cert
<b>KNOWLEDGE AND EXPERIENCE</b>				
4.	Recent and relevant experience of working in an office/reception/administration environment.	x		AF / IV
5.	Experience of working in an Education setting.		x	AF / IV
6.	Providing confidential and high order administrative/ secretarial support.	x		IV/AF
7.	Ability to organise and prioritise own work, and work on own initiative	x		AF / IV
8.	Ability to work with confidential and sensitive data	x		AF / IV
9.	Extensive knowledge and application of Microsoft packages; Excel, PowerPoint, Access, Word, Publisher	x		AF / IV
<b>SKILLS AND ABILITIES</b>				
10.	Maintain confidentiality	x		AF / IV
11.	Be organised, professional, and have effective time management	x		AF / IV
12.	Possess exceptional interpersonal skills	x		AF / IV
13.	Ability to multi task	x		AF / IV
14.	High Order customer service skills	x		AF / IV
15.	Ability to work under pressure and achieve deadlines	x		AF / IV
16.	Must accept and actively support the Federation's agreed values	x		AF / IV

\*Key to how skills are assessed:

AF = Skill assessed via application form

IV = Skill assessed via interview

AT = Skill assessed via test/work-related task

Cert = Certificate checked at interview

I have read and accept the content of the job description.

Signed Line Manager : .....

Dated: .....

Signed Employee.....

Dated:.....

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