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| **Receptionist & Administration Assistant**  **West Drayton Academy** | |
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| **Job Description** | |
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| **Reporting to** | Office Manager & PA to Principal |
| **Grade** | L2 |
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| **Job Purpose** | |
| To be the first point of contact for visitors to the school and provide an accurate information service to visitors, staff and pupils. | |
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| **Key Accountabilities** | |
| The following list is not intended to be exhaustive but indicates the range of duties and the level of responsibility involved.  **Main Duties and Responsibilities**   * Answer telephones in a professional manner and according to the schools preferred procedures; * Ensure accurate recording of messages and ensuring these are forwarded in a timely manner; * Keep accurate records of pupils, staff and visitors who arrive / leave the school (apart from normal registration, checking and recording of DBS as and when required; * Deal with parent queries; * Contact parents when requested by staff (non confidential); * Send bulk emails to parents and carers using the Groupcall system; * Provide a full administrative service including use of Microsoft programmes including Word and Excel; * Record maintenance including typing, collation and filing of reports, correspondence and other documents, photocopying and general office duties; * Retrieve and distribute information/emails to appropriate staff; * Open and distribute post daily; * Assist with preparation for school events such as parents evenings and open days; * Establish good relationships with all staff to ensure a professional administrative support service; * Administration of the Academy’s free school meal allocation, liaising with parents and local * authority through the secure FSM hub as appropriate; * Produce activation codes for new starts on ParentPay, assisting with account set up and   payments;   * Coordinate annual registration of the fruit scheme; * Daily management of insufficient funds for School meals and contacting Parents/Carers; * Assist Attendance Officer to register late pupils (drop off and collection) – updating the late log. * Assist Attendance Officer to check new applications and photocopying supporting documents; * Coordinate the school photoshoot, and distribute school photos; * Ensure the reception area is tidy, well-kept, warm and welcoming; * Take delivery of goods and check against delivery note.   **General**   * Maintain confidentiality in and outside the workplace; * Support the implementation of academy policies; * Promote the inclusion and acceptance of all pupils; * Be aware of and understand safeguarding protocol and procedures and the importance of taking appropriate action; * Attend and participate in meetings and training opportunities; * Carry out any other reasonable tasks/duties as required by The Trust in accordance with the needs of The Trust.   This job description may be reviewed at the end of the academic year or earlier if necessary. In addition it may be amended at any time after consultation. | |
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| Confidentiality | | | |
| During the course of your employment you may see, hear or have access to, information on matters of a confidential nature relating to the work of The Park Federation Academy Trust or to the health and personal affairs of pupils and staff. Under no circumstances should such information be divulged or passed on to any unauthorised person or organisation. | | | |
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| **Data Protection** | | | |
| During the course of your employment you will have access to data and personal information that must be processed in accordance with the terms and conditions of the Data Protection Act 2018. | | | |
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| **Safeguarding** | | | |
| In accordance with the commitment of The Park Federation Academy Trust to follow and adhere to the Department for Education guidance entitled “Keeping Children Safe in Education”, it is the individual’s responsibility to promote and safeguard the welfare of children and young people in the Academy. A satisfactory DBS check is required for this post. | | | |

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| **Person Specification** | | |
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| **Criteria** | **Essential** | **Desirable** |
| **Experience & Qualifications** | * Recent reception and/or administration experience; * A grade A-C/9-4 in GCSE maths and English or equivalent. | 1. Experience of working in a school. |
| **Skills & Knowledge** | * Ability to organise personal workload in order to meet deadlines; * Aware of the Data Protection Act and ability to implement it in the working environment; * Excellent communication skills, both written and oral; * Excellent telephone manner and word processing. | * Experience of using SIMS (School Information Management System). |
| **Personal Qualities** | * Ability to develop positive relationships with children, parents and all staff; * Willingness to work as part of a team; * Ability to relate to people of diverse cultural backgrounds and needs; * Ability to work under pressure; * Discreet and able to keep confidentiality. |  |