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| **POST TITLE: RECEPTIONIST ADMINISTRATOR**  |
| **OVERALL PURPOSE OF THE POST** |
| Under the direction of the Trust’s Business & Finance Manager and day to day guidance of the Administration Manager, the Receptionist Administrator will provide a highly professional and efficient service, providing a first point of contact for telephone enquiries and welcoming students, parents/carers, and other visitors to the academy. Maintaining a secure, friendly and efficient environment in support of staff, students, parents/carers and the wider community, including provision of visitor hospitality as appropriate. The post-holder will need to be capable of working with minimum supervision at key times, and as well as reception duties, the role will also provide general administrative support to the wider needs of the academy. The role is based at Aston Academy but may involve working at other local academy locations subject to the development of the Trust. |
| **MAIN DUTIES AND RESPONSIBILITIES** |
| **RECEPTION*** To provide a highly professional first point of contact for the academy
* To answer all incoming telephone calls in a timely and effective manner, directing calls and or taking messages as appropriate.
* To meet and greet all persons coming into the academy in a professional, polite and friendly manner– this will include parents / carers, students, general visitors, delivery personnel, contractors etc., mindful of safety and security of the whole academy community.
* To ensure visitors are allowed access to the site without delay, following all relevant systems, including our required signing in procedures and provision of identification badges, prior to them proceeding further onto the academy site.
* To efficiently and accurately relay information, messages etc. provided by visitors and telephone callers to the relevant person(s) in the academy – this may be achieved by email, telephone, or personal delivery of the information / message to the individual involved.
* To respond appropriately to student enquiries as required
* To ensure reception area is welcoming and maintain its general tidiness
* Provide tea / coffee etc. for visitors as required

**ADMINISTRATION*** The processing of incoming and outgoing general email and postal mail – ensuring both are directed in a timely manner to the relevant person in academy
* When requested by appropriate academy personnel, to contact parents / carers by letter or telephone to provide information relating to academy or individual students
* Updating and maintaining academy records which may include registers, student database etc as required
* Providing support for the organisation of meetings as required, e.g. room booking, setup, refreshments etc
* To undertake general administration duties, which would primarily but not exclusively include: word processing, filing (manual and electronic), processing of mail and email, minute taking, photocopying, receiving and making telephone calls, support for the organisation of meetings (such as room bookings, refreshments etc).

**GENERAL DUTIES AND RESPONSIBILITIES*** To maintain the confidentiality of the working environment
* Promote the aims of the Trust
* Support and maintain a positive working environment between colleagues across the academy
* Monitoring of students during lunchtime – where required this may involve a 15 minute ‘duty’ and could include helping to ensure that students enter the dining halls in a safe and orderly fashion, supporting behaviour on academy corridors or generally across the academy site during lunchtime.
* To undertake training as required
* To be familiar and comply with all relevant Health and Safety, Management of Risk, Operational, Personal, Data Protection and Financial Regulations policies and procedures.
* To ensure duties and responsibilities are carried out in a safe manner and safe working practices are adopted, in accordance with the Health and Safety at Work Act, 1974.
* To understand and comply with procedures for the emergency evacuation of the academy.
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| **OTHER** |
| All ACET staff are expected to:* Appropriately maintain the confidentiality of the working environment;
* Promote and support the aims, ethos and vision of the academy/trust;
* To comply with all ACET policies and procedures;
* To comply with all statutory guidance as relevant for their role, including the Health and Safety at Work Act 1974;
* Work in a flexible manner, undertaking any reasonable duties commensurate with the salary and grade of the post.
* Work in other ACET academies, as required (with travel payment if appropriate).

*The purpose of this job profile is provide an overview of the duties and responsibilities involved in this role, however it is not intended to be exhaustive. In consultation with the post holder, this profile may be reviewed and could be subject to change during the course of employment.* |