



Shaw
Education
Trust



Careers

at Shaw Education Trust



Job Title:	Receptionist/Administrator
Grade:	3
SCP:	SCP 10 – SCP 13
Conditions of Service:	Support Staff Contract
Responsible to:	Headteacher

Job Purpose

To work under the direction and instruction of senior staff to provide general receptionist, administrative and financial support to the school.

Key Responsibilities

Administration and Reception

- Answering all phone calls, taking messages and relaying where necessary to appropriate individuals.
- Provide a professional greeting service to all visitors to the school, including monitoring and management of contractors or visitors into the school.
- Complete circulation of documentation including any photocopying and routine word processing duties.
- Distribute documentation and display as required (e.g. notice boards, TV etc.)
- Maintaining car pass database and issuing of relevant passes.
- Accept and record deliveries to school informing appropriate individual/s.
- Complete the franking, recording and distribution of all outgoing mail.
- Arrange for refreshments and other necessary facilities for meetings, inset days and other visitors to the school.
- Maintain and record room bookings on the school room booking system.
- Monitor, maintain and print school official registers as required.
- Monitor and update relevant website information e.g. school uniform.
- Download, copy, upload relevant policy documentation as required.

Pupil Support to School

- Monitor and maintain attendance of pupils in school, i.e. daily absence telephone calls and weekly computer input of attendance.
- Monitor and maintain pupil computer records as required.
- Liaise with teachers, parents and other relevant staff in relation to pupil issues that are raised in school.
- Record all behaviour reports onto the relevant computer systems.
- Manage the booking system for parent evenings and other relevant events as directed.
- Collate and record the yearly pupil data collection forms.
- Monitor and maintain all other pupil related data as required on an annual basis.

Financial Support to school

- Record and enter onto appropriate systems details in respect of school dinners, clubs etc.
- Liaise with parents and other parties in respect of monies owed to the school.
- Arrange and issue trip letters and payments as required.
- Arrange to 'bank/pay in' any money from break or other relevant sales.
- Be the contact person for any finance queries as required.
- Completing relevant documentation as required in relation to stock maintenance, goods received and orders.

- Assisting in the preparation of resource materials and information booklets.
- Assisting with acquisition of stores, stationary, materials and equipment.
- Scan/Upload relevant financial documentation for processing.

Support to School (this list is not exhaustive and should reflect the ethos of the school)

- Promote and safeguard the welfare of children and young persons you are responsible for or come into contact with.
- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Ensure all pupils have equal access to opportunities to learn and develop.
- Appreciate and support the role of other professionals.
- Contribute to the overall ethos/work/aims of the school.
- Attend and participate in relevant meetings as required.
- Participate in training and other learning activities and performance development as required.
- Contribute to the achievement of the school's objectives.
- **Promote inclusion and acceptance of all pupils within the school.**
- Establish good working relationships with pupils, acting as a role model and setting high expectations.
- Be aware of, support and ensure equal opportunities for all.
- Assist with pupil needs as appropriate during the school day.

Safeguarding

- Take responsibility for promoting the safety and welfare of all pupils.
- Report all concerns to an appropriate person.
- Co-operate and work with relevant agencies to protect children.
- Ensure all statutory requirements are adhered to, including prevention.

This job description is not prescriptive, nor necessarily a comprehensive definition of the position.

Notwithstanding the duties in this job description, you will be expected to undertake any other duties and tasks which are not specifically listed but are within the scope and remit of this post to ensure the effective delivery and development of the service.

Qualifications and Experience

Qualifications/Training

- Educated to GCSE Level

Experience / Knowledge / Skills

- Good understanding and ability to use relevant equipment/technology. E.g SIMS, Microsoft Office, computer databases.
- Has experience of working in a receptionist / administrative environment
- Keyboard/computer skills.
- Ability to work constructively as part of a team.
- Ability to relate well to children and to adults.
- Experience of organising and prioritising skills.

Codification of expected norms and behaviours

Leadership, of self and others		
Attitude	Aptitude	Functional Capability
<ul style="list-style-type: none"> • Build relationships between yourself and the team, and between team members. • Unify not divide the team, promote a culture of respect. • Manage conflict well and pro-actively. • Embrace and welcome accountability of self, and for team. • Care for the well-being of your team/colleagues. • Support the retention of good staff by creating a positive culture around workforce development and team communities. • Ensure good communication amongst your team and the wider organisation as appropriate. 	<ul style="list-style-type: none"> • Ensure effective workforce development and training for self and all, including coaching and mentoring. • Spot and nurture talent – in yourself and in others. • Positively engage in development opportunities and aptitude development. 	<ul style="list-style-type: none"> • Ensure clear roles and accountabilities for the team are well understood. • Develop and promote mutual accountability between colleagues in the team. • Deploy staff and resources effectively across the team. • Manage the workload of self and team. • Know your team(s)/colleagues well.
Model our values and behaviours		
Attitude	Aptitude	Functional Capability
<ul style="list-style-type: none"> • Build trust within your teams and across the Trust. • Create and contribute to a psychologically safe environment so staff can work and flourish within your team and across the Trust. • Value compassion • Encourage a can-do approach personally and across your team. • Positively challenge poor behaviour and call it out. 	<ul style="list-style-type: none"> • Be self-reflective on your own strengths and be proactive in seeking support (via colleagues, reading or CPD) to understand any areas for improvement and ensure your development in these. 	<ul style="list-style-type: none"> • Display professional credibility to team, peers, and trustees.

<ul style="list-style-type: none"> • Be highly and consistently visible across the organisation and within your team. • Demonstrate a consistent approach and calmness. 		
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Motivate and inspire

Attitude	Aptitude	Functional Capability
<ul style="list-style-type: none"> • Celebrate and acknowledge success of self and others. • Show and demonstrate the value of others – create an abundance culture where all can be successful without threat or competition. • Demonstrate drive and ambition for self, team and Trust. 	<ul style="list-style-type: none"> • Engage in wider networking, development opportunities and/or reading to gain inspiration and personal motivation. • Understand and share your ‘why’ – and revisit it regularly. 	<ul style="list-style-type: none"> • Communicate a precise and clear vision. • Set the journey ahead which is understood by all. • Evidence sharp goal setting and achievement. • Ensure errors, oversights and mistakes are rare.

Reflection

Attitude	Aptitude	Functional Capability
<ul style="list-style-type: none"> • Demonstrate transparency and integrity within team and across the Trust. • Accept responsibility and be vulnerable, avoid a blame culture. 	<ul style="list-style-type: none"> • Take time to know yourself and engage in self-reflection and learning. • Ask thoughtful questions and seek the truth. • Give and accept feedback. 	<ul style="list-style-type: none"> • Encourage your team to reflect on efficiency and effectiveness, striving to gain a constantly improving approach.

Secure accountability by giving tools to succeed by...

Attitude	Aptitude	Functional Capability
<ul style="list-style-type: none"> • Giving generously with your time. • Ensuring 1:1 meetings are useful and effective in driving improvement. • Providing support and removing barriers to success. • Be true to your word, if you say you will do something, do it. 	<ul style="list-style-type: none"> • Have high expectations of yourself and others, seek out best practice. 	<ul style="list-style-type: none"> • Ensuring absolute clarity in terms of expectation and ‘the ask’. • Allocating resources effectively to support KPI delivery. • Be willing and able to have challenging conversations.

In addition to candidates' ability to perform the duties of the post, the interview will explore issues relating to safeguarding and promoting the welfare of children including:

- Motivation to work with children and young people
- Ability to form and maintain appropriate relationships and personal boundaries with children and young people
- Attitudes to the use of authority and maintaining discipline
- The post holder will be required to have an enhanced DBS check



If a disabled person meets the criteria indicated by the 'Two Ticks' symbol and provides evidence of this on their application form they will be guaranteed an interview.

HH 01/02/2021

Note This job description and person specification conforms to the Shaw Education Trust job evaluation standards and cannot be amended/updated without SET HR approval.