



JOB DESCRIPTION

Receptionist / Administrator

Position	Receptionist / Administrator
Salary	Spine point 12 – 21 [£23,771.64 to £27,164.73 (Actual Pay)]
Hours	37.5 hours per week
Full Time Equivalent	Term time only plus 2 weeks (41 weeks) plus INSET Days
Contract Type	Permanent
Responsible To	SAO
Location	Mossbourne Community Academy
Key Working Relationships	Admin & Reception staff. Students & Parents

Background

Mossbourne is the realisation of Sir Clive Bourne's dream to provide the children of Hackney with an outstanding education. Mossbourne is built on a formula of high expectations, doing the simple things right, and the belief that all children can succeed. All learners, regardless of ability, benefit from the innovative and enlightened approaches to teaching and learning. The Federation's calm working atmosphere creates well-rounded individuals who excel in the arts, on the sporting field and academically.

The Mossbourne Federation consist of four academies: Mossbourne Community Academy (MCA) secondary and sixth form, Mossbourne Victoria Park Academy (MVPA) secondary, Mossbourne Parkside Academy (MPA) and Mossbourne Riverside Academy (MRA) both primary.

The Mossbourne Federation is actively seeking to increase the proportion of our workforce who come from diverse backgrounds. We particularly welcome applications from people of Black, Asian and other minority ethnic descent. Injustice, discrimination and intolerance go against the core tenets of the Mossbourne ethos. We actively reject discrimination in our academies through continuous review of our working policies & practices across the federation, including at board level. We are committed to developing & supporting inclusivity, diversity & anti-racism in every facet of what we do.

Mossbourne Community Academy (MCA)

The Mossbourne Federation's flagship academy, Mossbourne Community Academy (MCA) is built on high expectations and doing right by the pupils in our care in order for them to succeed. MCA has not only changed the face of education in Hackney, but has also raised the bar in educational expectations to the highest level; we achieve recognition nationally for setting a new benchmark for non-selective comprehensive education. All pupils, regardless of background or ability, are encouraged to achieve their true potential and the behaviour of our pupils is exemplary. With outstanding GCSE and A-level results, year on year, Mossbourne Community Academy is placed within the top 1% of schools in the country. We are tremendously proud that our most recent Ofsted Inspection, dated November 2021, judged the academy as 'outstanding' and starts with the sentence 'Mossbourne Community Academy changes pupil's lives for the better' because that is what we do, year on year. In 2023, Mossbourne Community Academy was named the top comprehensive school in London in The Sunday Times 'Good Schools Guide', the 5th most oversubscribed school in England and the most oversubscribed school in London. Such recognition is testament to the pride, hard work and dedication of our staff body, pupils and parents.

If you want to be part of the team that is improving the future of our students, then read on!

The Administration/Reception Department

The Administration/Reception department consists of a group of front line office staff working together to the delivering of high standards of customer services and administrative duties at each Federation Academy. They work under the direct supervision of the Senior Administrative Officer in a vibrant and busy front office environment.

Job Summary

The successful candidate will play a key part in supporting the smooth running of the reception within Mossbourne Community Academy (MCA) and, as necessary, other academies within the Federation. They will assist the team at MCA which currently comprises of pastoral administrator, attendance officer, medical administrator and reprographics officer. This role will undertake a range of administrative duties.

This is a key post ensuring support in promoting the vision, ethos, culture and policies of the Federation. The image presented will need to reflect the values of the academy as a very high achieving centre of educational excellence. The successful applicant will be well organised, personable, motivated and willing to go the 'extra mile'.

You will have experience of working in a dynamic and challenging reception/administrative environment, preferably within a school, with the ability to handle sensitive and confidential information. You will have excellent administrative and organisational skills. You will be flexible and able to adapt to the changing needs of the academy and the Federation.

Duties and Responsibilities


The post holder's key responsibilities are, but not limited to:

Federation Administrator: Reception

- To provide an excellent customer services experience to all.
- To be responsible for all reception duties including communicating academy information to parents, pupils and visitors, using a variety of media.
- Welcoming visitors adhering to all safeguarding and security protocols
- To operate efficiently and effectively, communicate calls and messages to staff throughout the academy.
- To manage the meeting room facilities including the presentation of the rooms and the room booking system.
- To be responsible for the creating and updating of the academy telephone list, every term.
- To review and update the Reception Handbook on an annual basis
- To assist students and related items such as collating absence and lateness reports, updating registers, requesting homework for absent students, relaying messages. The ability to work effectively using the academy's SIMs (school data base) system.
- The ability to carry out a range of other administrative duties, filing, photocopying, typing etc., assigned by the Lead Administrator or directed by SLT, in conjunction with the Administration Team
- Post – deliver/send
- To be responsible for providing a welcoming reception area, keeping the area tidy
- To be responsible for booking taxis and couriers when directed, ensuring an accurate record of travel is maintained.
- Attend evening events when required
- Cover for colleague if absent – at short notice

General Administration

- To assist in the maintenance of the academy's computerised database information
- To provide administrative support to the Federation when required
- To be responsible for the handling of incoming and outgoing post and telephone enquiries dealing with queries, seeking advice if necessary
- To make full and appropriate use of the ICT at the school and develop computer aided administration which supports the work of the school
- To establish and maintain good relationships with students, parents/carers, colleagues, contractors and other professionals
- To support with collating, amending and updating pupil files and reports including SIMS
- In liaison with the Senior Administrative Officer review existing standards and procedures while implementing new best practices to ensure a seamless delivery of Front of House Services
- To evaluate and improve your own practice, which may lead to improvements in the day-to-day running of the school and take responsibility for personal professional development

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- To maintain professional portfolio of evidence to support the Performance Management process
- To support the sending of text messages to parents as required
- To attend school events as required
- To perform other duties, including covering the essential work of absent colleagues in all federation schools, commensurate with the grading of the post, as directed by the Line Manager
- To attend training sessions and meetings as required
- To be flexible within the broad remit of the post
- To ensure compliance within the school of data protection regulations
- Deal with confidential data, material and issues appropriately
- Maintain accurate records and filing systems

Other duties

- To undertake First Aid duties, including, but not restricted to the accompaniment of students to hospital, if necessary.

This job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year and may be subject to modification at any time after consultation with the post-holder.

Essential [E] or Desirable [D]	PERSON SPECIFICATION Requirements	Assessment Criteria		
		Interview	Form	Task
Experience & Knowledge				
E	Experience of working in a busy reception area and of working in a school environment is required, preferably with some knowledge of school data systems	X	X	
E	Punctuality, reliability and ability to maintain a high level of confidentiality is essential	X	X	
E	Ability to communicate positively and effectively at all levels with excellent written and spoken English	X	X	
E	Ability to effectively multi-task, work to tight deadlines and prioritise workload in a busy environment, paying attention to detail	X	X	
E	Ability to be an effective team member using initiative, being proactive and having a flexible approach to work	X	X	
E	Ability to understand and take full account of visitor needs	X	X	
IT knowledge				
D	Advanced knowledge of the Microsoft Office Suite, specifically Word and Excel is an essential requirement of the role	X	X	
Behavioural Competencies				
E	Excellent analytical and multi-dimensional communication skills	X	X	
E	To have a strong understanding of the Academy: its culture, climate and values	X	X	
E	To act in accordance with authority, organisational standards, needs and goals of the Academy	X	X	
E	Ability to dress, in accordance, to the standards expected by the Academy in a professional Reception function	X	X	
E	Ability to be flexible and to provide cover at short notice is an essential	X	X	
D	Strategic approach, ability to see the 'big picture' and also think 'outside of the box'	X		
E	Ability to meet ALL deadlines internally and externally ensuring output consistently is of an exemplary standard	X		
E	Must have the upmost integrity as well as high levels of motivation and commitment	X		
E	Proactive approach and efficient time management and prioritisation skills	X		

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E	Genuine interest and passion for the education of young people and the ability to contribute more widely to the life and community of the Federation	X	X	
Applicable to all staff				
E	Undertake training as required to fulfil the requirements of the role. Including first aid training, if required and as requested.	X	X	
E	Support the federation through your actions, communications & attitude, adjusting performance & practice in accordance with initiatives and findings	X	X	
E	Recognise your role as part of the success of Mossbourne	X	X	
E	Play an active role in the safeguarding of students, adults & stakeholders	X	X	
E	Genuine interest & passion for the education of young people & the ability to contribute more widely to the wider life & community of the Federation	X	X	
E	To maintain a personal commitment to professional development linked to the competencies necessary to deliver the needs of the role	X	X	
E	To practice equal opportunities in all areas of the role and work	X	X	

Mossbourne Federation reserves the right to modify the above contents in order to ensure the needs of the Federation and the students are being met. The above list is not a comprehensive list; it simply outlines the expectations for this role. Mossbourne Federation provides equal employment opportunities to all employment applicants and employees without regard to race, colour, religion, gender, sexual orientation, national origin, age, disability or status. This post is subject to an enhanced DBS disclosure. The post holder must be committed to safeguarding the welfare of children.