**Receptionist/Administrator**

Job Description: Student Reception/Support

Work Directed by: Office Manager

Team Leader: Office Manager

Purpose of the Post: To provide high quality student service

Pay Range: Scale 3

Time Allocation: 37 hours per week

(1 day holiday working)

8 a.m. - 4.30 p.m. (Monday-Friday)

**Main Duties and Responsibilities**:

* To have overall responsibility for student reception, supporting students with any difficulties and queries and directing them accordingly
* To work closely with the Attendance Officer, monitoring the student signing in and out sheets, keeping an accurate record on Talaxy. To have oversight of students arriving and leaving site, ensuring regulations are being maintained
* To work with the Pastoral team, the Medical Officer and the Attendance Officer to ensure clear and direct communication links between parents, staff and the pastoral team particularly in relation to; medical, attendance and punctuality.
* To triage and be first response to medical incidents working closely with the Medical Officer
* Where needed, provide first aid and the day to-day medical needs, including all matters relating to sick or injured children and staff in line with current legislation.
* To undertake and maintain relevant First Aid Training
* Administer medicines to pupils where necessary in line with the school’s policies
* To ensure parental permission is in place for use of spare auto-injectors/inhalers as necessary if the Medical Officer is absent
* Prepare first aid kits were needed for fixtures, trips and visits if the Medical Officer is absent
* To assist with any other First Aid responsibilities as are reasonably requested by the Team Leader, Deputy Headteacher or Headteacher
* Be responsible for student filing and archiving of physical files
* To produce the Parent Newsletter to be sent at the end of each half term

**Whilst working as part of the front office team to also, as part of that team;**

* Receive and respond to parents, staff, students and visitors both over the telephone, via email and in person and to ensure appropriate levels of friendliness, professionalism and confidentiality at all times
* Help deal with all communications including incoming emails, answer the telephone, provide assistance and liaise/pass on messages to staff as appropriate as part of the administration team
* Help allocate and oversee the Safeguarding badge system for all visitors
* Be one of the points of call for ‘on call’ requests ensuring timely responses
* Operate the school gate electronic system
* Help ensure that the Reception and student reception area is clear and tidy and to ensure the right atmosphere is maintained
* Send out parent communications in conjunction with senior members of staff
* Provide Reception cover/admin tasks on a daily basis when needed
* Provide cover/admin on GCSE or A Level results day (during summer holidays)
* Sign for deliveries and maintain a log of confidential materials delivered e.g. examination papers
* Assist Main Reception in ensuring post is franked correctly and sent each day
* Be responsible for student filing and archiving
* To assist with any other administrative tasks as are reasonably requested by the Team Leader, Deputy Headteacher or Headteacher