

**JOB DESCRIPTION**

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| 1. Information about the job holder
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Post Title: Receptionist/Administration Assistant (1375)

Responsible to: Headteacher & School Business Manager

Hours of work: 37 hours per week, 39 weeks per year

Salary: Grade E Points 4-5

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| 1. Main purpose of job / Overview
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To deliver a professional, efficient and effective reception and administration service to the school, acting as the first point of contact for telephone enquiries and visitors to school. The postholder will ensure that the school’s safeguarding and health and safety procedures in relation to people entering and exiting the school building are implemented at all times.

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| 1. Main Duties and Responsibilities:
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**General Duties**

* Act as first point of contact for parents, staff, visitors, and contractors. Deal with all enquiries in a helpful and professional manner, filtering enquiries and directing messages to the appropriate person where appropriate.
* Provide a helpful, courteous and welcoming school reception service.
* Monitor the office staff email account and respond or forward as necessary.
* Ensure that the reception area, lobby and meeting rooms are kept tidy, free from hazards and are welcoming to visitors at all times.
* Prepare refreshments for visitors, meeting rooms and SLT as required.
* Deal with all incoming and outgoing mail and ensure that outward letters are recorded with correct postage and posted on an adhoc basis.
* Monitor the school diary and liaise with colleagues when visitors arrive.
* Deal with general day to day queries from staff, pupils, parents and visitors.
* To ensure that staff, pupils and visitors use school systems and protocols when signing in or out and issue visitor lanyards as required in line with safeguarding procedures.
* Work effectively with teachers, support staff and other professionals, applying own knowledge, strengths and expertise to contribute positively to the overall aims and objectives of the school, and providing professional, constructive and effective support for all other members of the school staff
* Maintain confidentiality at all times in respect of school-related matters and to prevent disclosure of confidential and sensitive information.
* To take part in training and undertake other duties considered within the scope of the post, as required.

**Administration**

* To use school software to issue messages home as directed.
* Maintain general administrative photocopying, filing and paper and computer-based records to ensure data can be easily extracted when required.
* Provide administrative support for the School Business Manager and Senior Leadership Team. Responsible for general typing and document preparation/ editing as required. To include weekly staff briefing notes, staff birthday messages etc.
* Update Class Lists and distribute updates to the School Map / Term Date Calendar/ Phone Lists when changes occur.
* To assist with the preparation, distribution and collation of checklists for school meals numbers, and liaise with school catering staff on a daily basis.

**Pupil Attendance & Data**

* Complete daily attendance registers on the school’s Management Information System (MIS) system, ensuring absence codes are accurate.
* Contact parents to establish reasons for unknown pupil absences.
* Enter any attendance concerns onto MyConcern system for SLT to review.
* Keep a record of special circumstance request forms.
* Prepare attendance reports for SLT.
* To assist with maintaining records of all pupils’ changes of details e.g. addresses, telephone numbers.
* Report on children missing from education.

**Staff Absence Management**

* Input daily staff absence on the Edupay system.
* Distribute Return to Work Forms and Self-Certification Forms and scan into HR files.
* Monitor Fit Notes, chase and file in individual HR files.
* Download special leave requests and monitor levels, await sign off by Headteacher.

**Fire Registers**

* Complete daily Fire lists with absences and distribute to set locations.
* To be responsible for the visitor fire register in the event of a fire alarm.

This job description is not necessarily a comprehensive definition of the post. It will be reviewed from time to time, and it may be subject to modification or amendment at any time after consultation with the holder of the post.

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Headteacher

**Receptionist/Administration Assistant (1375)**

**PERSON SPECIFICATION**

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| ESSENTIAL | DESIRABLE |
| Qualifications |
| * GCSE English and Maths or equivalent of C and above
 | * First Aid
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| Experience |
| * Experience in a relevant organisation / role e.g. reception, administration or customer service
* Proficiency in Office 365 / IT / Microsoft packages
 | * Experience of school IT systems e.g. SIMS
* Experience of working within a school setting
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| Knowledge, Skills and abilities |
| * Appropriate level of literacy and numeracy, paying attention to detail
* Appropriate level of IT and keyboard skills
* Appropriate level of data protection, security and confidentiality awareness
* Able to work independently, scheduling own workload but also able to work within the team
* Excellent interpersonal and customer service skills – friendly, professional, diplomatic, and tactful.
* Able to communicate effectively with a diverse range of people, establishing and maintaining effective working relationships.
* Able to problem solve and seek appropriate help
* Enthusiastic and proactive, keen to embrace new ideas and challenges
* Ability to remain calm under pressure.
* Ability to work with systems and maintain records.
* Committed to child safeguarding and protection.
 | * Understanding of corporate equalities standards and diversity issues and impact in immediate work and service area
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