

Post title	Receptionist/Administrator
Salary and grade:	NJC5 – NJC7
FTE:	37 hours, term time only
Line manager/s:	School Resource Manager

Main purpose of the job:

The provision of varied clerical and administrative services to support pupils and staff.

Key duties and responsibilities

- To represent the school effectively and provide excellent customer service in relation to requests or advice for parents and carers, colleagues, outside agencies and members of the general public.
- To act as front of house staff and provide a professional service to all school users and ensure security protocols are communicated to and understood by all visitors to the school, eg, wearing a name badge, no mobile phones, fire safety, etc.
- To answer the telephone and read office emails, dealing promptly with any enquiries, ensuring that accurate lines of communication are in place.
- To provide administrative support eg booking rooms, organising, refreshments, maintain office records, photocopying, filing, scanning, laminating, ensuring incoming mail is opened and outgoing mail is sent, typing and data input.
- To raise purchase orders as required and ensure that goods received are noted and invoices passed to the finance team accordingly.
- To support with the administration of Education and Health Care Plan annual reviews with the organisation of documentation and reports, liaising with parents, teaching staff and external professionals ensuring that all necessary arrangements are made within the specified timeframe
- To support in the recruitment of staff eg apply for staff DBS clearance checks, invite candidates to interview, request references, place job adverts

Working to developing self and working with others

- To behave with all staff in a manner which creates and maintains a positive culture.
- To acknowledge the responsibilities and celebrate the achievements of individuals and teams.
- To develop and maintain a realistic culture of high expectations for self and for others and take appropriate action when performance is unsatisfactory.
- To regularly review own practice, set personal targets and take responsibility for own personal development.

Support for the school

- 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.
- Be aware of and support difference and ensure all pupils have equal access to opportunities to learn and develop.
- Contribute to the overall ethos, work and aims of the school.
- Appreciate and support the role of other professionals.
- Attend and participate in relevant meetings (on and off-site), as required.
- Participate in training and other learning activities and performance development as required.
- To undertake other duties and responsibilities as required from time to time commensurate with the grade of the post.

Other Duties

- Other such reasonable duties as determined and delegated by the Headteacher, Senior Leadership Team or Nexus MAT CEO consistent with the grade of the post and the experience of the Post holder.
- To have professional regard for the ethos, policies and practices of the school in which you support, and maintain high standards in your own attendance and punctuality.
- To ensure equality of opportunity is afforded to all persons both internal and external to the school, actively seeking to eliminate any direct or indirect discriminatory practices/behaviour.

Equal opportunities

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

Health and safety

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

Safeguarding

Nexus Multi Academy Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Person Specification

		Essential	Desirable
Qualifications	Qualification up to GCSE level/NVQ2	•	
Experience	Experience of carrying out a varied range of administrative duties	•	
	Experience in an educational environment		•
	Experience of working in an environment with children with additional needs		•
	Working with a variety of IT systems including word processing, spreadsheet, Outlook and Teams	•	
Skills and attributes	High ethical standards and influencing skills with the ability to engage effectively with all staff across the school	•	
	Self-confident with the ability to transmit appropriate messages to appropriate audiences	•	
	Works reliably under pressure to produce timely, accurate information and is willing to do whatever necessary to bring about results	•	
	Able to be resilient and robust whilst showing compassion in dealing with issues and is calm under pressure	•	
	Good planning, prioritisation and organisational skills	•	
	Can demonstrate efficient collaborative and flexible working		•
	Able to work independently and as part of a team		
Interpersonal Relationships	Demonstrates a variety of people skills	•	
	Ability to establish positive and productive working relationships	•	
	Effectively engage and communicate with others	•	
	Goes out of the way to establish and maintain relationships at all levels to achieve educational and business objectives.	•	
	Able to remain approachable and professional at all times.	•	
General	Able to work flexibly, according to the needs of the school	•	
	Commitment to the safeguarding and welfare of all students and providing equality of opportunity	•	
	Commitment to ongoing personal and professional development	•	
	Demonstrate a firm commitment to the concept of Multi-Academy Trust and desire to see the Trust flourish and expand in a sustainable manner	•	
	Applicant must hold a valid UK Driving licence and have the ability to use own vehicle for work purposes	•	

	Applicants must undergo an Enhanced DBS check.	•	
	Demonstrate a firm commitment and apply knowledge of the principles of the Data protection act 2018/GDPR	•	