

<b>Post Title:</b>	<b>Receptionist/Administrator</b>
<b>Status:</b>	<b>Permanent, 36 hours per week, Term Time plus 15 Days</b>
<b>Salary:</b>	<b>Scale 4</b>
<b>Line Manager:</b>	<b>Office Manager</b>

## **JOB DESCRIPTION**

Provide a top rate, professional reception service and administrative support to the school.

### **DUTIES AND RESPONSIBILITIES**

The post holder will be expected to:

#### **Reception**

- As the first point of contact, create a welcoming and positive atmosphere when receiving visitors, students and staff with a professional, pleasant and efficient manner.
- Maintain the health, safety and security of the school community by ensuring that all visitors are signed in and identification is issued.
- Manage all face to face and telephone enquiries with professionalism and courteousness.
- Take accurate messages, ensuring that they are passed on to the correct personnel by email.
- Provide translation services to parents, visitors and students where necessary.
- Check voicemail messages and distribute accordingly.
- Under direction of SLT/Office Manager or school management deal with specific problems requiring communication with parents and other external contacts.
- Effectively manage incoming and outgoing post and deliveries in line with office procedures.
- Ensure the reception and surrounding areas are presentable at all times.
- Observe office procedures concerning the opening and closing of reception.

#### **Administration & Organisational Support**

- Undertake reception duties and deal with enquiries, telephone calls and other communications in line with the school procedures.
- Ensure that work is carried out efficiently, accurately and within deadline.
- Maintain good communications, ensuring instructions for tasks are received clearly and carried out efficiently.
- Assist with mail outs when required, using mail merge for larger mail outs.
- Ensure that all electronic work (ICT) is stored accurately in an accessible way.
- Collect mail and distribute when required.
- Maintain manual and computerised records
- Photocopying.
- Filing.
- Record keeping.

#### **General**

- Participate in the annual performance management process
- Participate in section meetings and support staff training and development sessions
- Contribute to the department improvement plan in consultation with the administration team

# Haggerston School

- To be flexible and work according to the needs of the school, this will include assisting in other sections of the administration area when required
- Organise couriers and taxis as required.
- Monitor CCTV cameras and gates entrance/exit.
- Ensure pigeon holes are clearly labelled post accurately sorted.
- Undertake any other duties as reasonably requested by school management
- The postholder will need to undertake first aid and or fire warden duties if required by the School

Whilst every effort has been made to set down the main duties and responsibilities of the post, each individual task to be undertaken may not be identified. This job description is current at the date shown, but, in consultation with you, may be changed by the Head teacher to reflect or anticipate changes in the job commensurate with the grade and job title.

The post holder will be expected to work flexibly and carry out other duties commensurate with the grade.

## **PERSON SPECIFICATION**

### Receptionist & Administrator

#### **Qualifications/Knowledge**

- A good level of education, particularly literacy and numeracy skills (GCSE A-C in English & Maths) \*
- A good working knowledge of Microsoft Office software, incl. Excel and Word \*
- A good working knowledge of SIMS \*

#### **Experience**

- Successful reception and administrative or clerical experience, ideally in an educational environment\*
- Successful experience of working with general public, young people and colleagues \*

#### **Skills**

- Effective time management skills and the ability to be responsive and efficient
- Excellent ICT skills (T)
- Excellent telephone manner
- The ability to work to agreed quality levels and service standards to deadline.
- The ability to multi-task efficiently and see tasks through to completion.
- Accurate and efficient word processing skills (T)
- Good interpersonal skills and the ability to communicate effectively orally and in writing \*
- The ability to record accurate messages and distribute to appropriate staff in a quick and efficient manner.

#### **Personal Attributes**

- Ability to work co-operatively and sensitively with others, both independently and as part of a team.
- Committed to professional development and training.
- Committed to equal opportunities and working in a multi-cultural environment.
- Enthusiastic and self-motivated.
- Ability to display a calm, tactful and responsible attitude.
- Flexible approach and the ability to adapt to change within the working environment.
- Ability to take instruction and work on own initiative.
- Ability to remain calm under pressure.
- Provide a professional, pleasant and efficient impression to staff and visitors.
- Ability to give and receive instruction in a professional manner.

<p>Shortlisting criteria are marked * - please provide evidence in your application how you meet this criteria. Criteria marked T will be tested at interview stage</p>
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