

JOB DESCRIPTION

Job Title: Receptionist/Administrator

Grade: 3

Salary: SCP 10 – SCP 13

Conditions of Service: Support Staff Contract of Employment

Responsible to: Principal

Statement of Purpose

To work under the direction and instruction of senior staff to provide general receptionist, administrative and financial support to the school.

Administration and Reception

- Answering all phone calls, taking messages and relaying where necessary to appropriate individuals.
- Provide a professional greeting service to all visitors to the school, including monitoring and management of contractors or visitors into the school.
- Complete circulation of documentation including any photocopying and routine word processing duties.
- Distribute documentation and display as required (e.g. notice boards, TV etc.)
- Maintaining car pass database and issuing of relevant passes.
- Accept and record deliveries to school informing appropriate individual/s.
- Complete the franking, recording and distribution of all outgoing mail.
- Arrange for refreshments and other necessary facilities for meetings, inset days and other visitors to the school.
- Maintain and record room bookings on the school room booking system.
- Monitor, maintain and print school official registers as required.
- Monitor and update relevant website information e.g. school uniform.
- Download, copy, upload relevant policy documentation as required.

Pupil Support to School

- Monitor and maintain attendance of pupils in school, i.e. daily absence telephone calls and weekly computer input of attendance.
- Monitor and maintain pupil computer records as required.
- Liaise with teachers, parents and other relevant staff in relation to pupil issues that are raised in school.
- Record all behaviour reports onto the relevant computer systems.

- Manage the booking system for parent evenings and other relevant events as directed.
- Collate and record the yearly pupil data collection forms.
- Monitor and maintain all other pupil related data as required on an annual basis.

Financial Support to school

- Record and enter onto appropriate systems details in respect of school dinners, clubs etc.
- Liaise with parents and other parties in respect of monies owed to the school.
- Arrange and issue trip letters and payments as required.
- Arrange to 'bank/pay in' any money from break or other relevant sales.
- Be the contact person for any finance queries as required.
- Completing relevant documentation as required in relation to stock maintenance, goods received and orders.
- Assisting in the preparation of resource materials and information booklets.
- Assisting with acquisition of stores, stationary, materials and equipment.
- Scan/Upload relevant financial documentation for processing.

Support to School (this list is not exhaustive and should reflect the ethos of the school)

- Promote and safeguard the welfare of children and young persons you are responsible for or come into contact with.
- 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, support and ensure equal opportunities for all.
- Contribute to the overall ethos/work/aims of the school.
- Appreciate and support the role of other professionals.
- Attend and participate in relevant meetings as required.
- Participate in training and other learning activities and performance development as required.
- Assist with pupil needs as appropriate during the school day.

Note

The job holder will be expected to undertake any other duties which are not specifically listed but are within the remit, responsibility and accountability of the job.

Person Specification

Minimum Criteria for Two Ticks *	Criteria	Measured by APP//ASS
	Experience <ul style="list-style-type: none"> • Good understanding and ability to use relevant equipment/technology. E.g SIMS, Microsoft Office, computer databases. • Keyboard/computer skills. • Ability to work constructively as part of a team. • Ability to relate well to children and to adults. • Experience of organising and prioritising 	APP/I
	Qualifications/Training <ul style="list-style-type: none"> • Educated to GCSE level or equivalent NVQ 	APP/I
	Knowledge/Skills <ul style="list-style-type: none"> • Has experience of working in a receptionist / administrative environment • Working in a school or similar environment 	APP/I
	Behavioural Attributes <ul style="list-style-type: none"> • Customer focused. • Has a professional and respectful approach, which demonstrates support and shows mutual respect. • Can demonstrate active listening skills. • Takes responsibility and accountability. • Committed to the needs of the pupils, parents and other stakeholders. • Demonstrates a positive attitude including suggesting solutions, participating, trusting and encouraging others and achieving expectations. • Is committed to the provision and improvement of quality service provision. • Is adaptable to change/embraces and welcomes change. • Is enthusiastic and decisive. • Communicates effectively. • Has the ability to learn from experiences and challenges. • Is committed to the continuous development of self and others by keeping up to date and sharing knowledge, encouraging new ideas, seeking new opportunities and challenges, open to ideas and developing new skills. 	APP / I

MEASURED BY KEY:

APP = Application form ASS = Assessment activities I = Formal interview

In addition to candidates' ability to perform the duties of the post, the interview will explore issues relating to safeguarding and promoting the welfare of children including:

- Motivation to work with children and young people
- Ability to form and maintain appropriate relationships and personal boundaries with children and young people
- Attitudes to the use of authority and maintaining discipline
- The post holder will be required to have an enhanced DBS check



If a disabled person meets the criteria indicated by the 'Two Ticks' symbol and provides evidence of this on their application form they will be guaranteed an interview.

HH 01/02/2021

Note This job description and person specification conforms to the Shaw Education Trust job evaluation standards and cannot be amended/updated without SET HR approval.