



ST IGNATIUS COLLEGE

Job Description

Job Title: Receptionist Administrator

Salary Scale: Scale 4 point 7-11

8.00am to 4.00pm Monday to Friday (1 ½ hours per week contractual overtime), 30 minute lunch inclusive
40 weeks per annum (one week to be worked during summer holiday).

Start: ASAP

Reporting to: School Business Manager

This job description sets out the duties of the post at the time it was drawn up. The Line Manager may vary the duties from time to time, without changing their general character or responsibility entailed.

Main Purpose: To manage the front desk and serve as the first point of contact for visitors, students, parents and all other stakeholders.

Provide high quality and comprehensive administrative support, ensuring that an effective, efficient and customer focused service is delivered in line with the school's policies.

Reporting directly to the School Business Manager,

- Promote a culture of team work, in which views of all members of the school community are valued and taken into account.
- Demonstrate high standards of loyalty, discretion and professionalism.
- Ensure the effective and efficient operation of the school finances.
- Ensure the effective and efficient operation of the admin team, delegating tasks to office staff where appropriate.

Reception

- Undertake reception duties and to be the first person to greet pupils or visitors and deal with general enquiries from visitors, parents etc. This will include dealing with complaints, and difficult/ volatile people.
- Carry out identity confirmation checks as required, issue photo identification badges as required. Ensure all supply staff are updated on the Single Central Register.
- Casual Admissions - Update Bromcom / Other school data bases/ Manual Files in a timely manner as required with the details as required.
- Assist with Free School Meal queries
- Assist with ParentPay queries and providing activation letters.
- Maintain a current qualified First Aid trained certificate & attend EpiPen training and any other training relevant to the post.
- Medical Arrangements: Administer First Aid to sick and injured Pupils/Staff/Visitors as necessary.
- To support Student Services in the recording, as required, of late / absent pupils on BROMCOM when required.
- Issue lunch slips for students who do not have their card to identify themselves or relevant funds, notifying Learning Coordinators and parents of this.
- Monitor the Bromcom email inbox and the received messages on Bromcom, responding to them or forwarding them to the relevant departments as necessary.
- Assist in sending out messages and emails to parents and careers.
- Updating InVentry with visitors details and ensuring both visitor and staff records on this are up kept up to date
- Making up revision packs for students and folders for events as required.
- Support the Admin Department as necessary
- Take part in after school events as required; Open Evening etc.
- Produce meeting room schedules for the following day
- To act as a first point of contact with parents on a range of matters
- To open, sort and distribute post, including that received via the Borough courier service.
- To operate the school telephone, e-mail systems.
- To carryout general admin tasks e.g. typing letters, mail merging, data entry, designing and completing spreadsheets that can be manipulated to provide relevant information, collating information.
- To help ensure that the school reception area and displays are neat, tidy and clean showing the school at its very best at all times (this is a particular priority at open evenings and school functions).
- To assist with receiving deliveries of stock, checking against delivery notes and informing intended recipients of any shortages, damage etc.
- To maintain stocks of stationery and office supplies and oversee stocktaking.
- To maintain confidentiality at all times in respect of school-related matters and to prevent disclosure of confidential and sensitive information.

- Enter data (school data bases, excel) and produce basic reports
- Physically locate children and/or staff in the school when required e.g. collection for medical appointments and hand deliver to staff as appropriate urgent messages from parent/ carers
- Check availability of rooms for internal/external use as and when required – booking these as needed
- Update BROMCOM with student data as directed by the Business Manager
- To provide hospitality for guests
- To maintain a tidy and clean kitchen area, this will be a shared responsibility for administration staff

Administration

To be responsible for :

General

To be responsible for:

- Supporting and complying with the vision, mission and aims of our school and all school policies / documents relating to equal opportunities and inclusion.
- Supporting, upholding and contributing to the development of the school's policies and procedures, actively implementing these policies.
- Undertaking all duties without unlawful discrimination and with due regard to the LA's diversity and equality in employment and service delivery policies
- Developing oneself through training and knowledge.

Employee Responsibilities

- To play a full part in the life of the school community, to support its distinctive mission and ethos and to encourage staff and students to follow this example.
- To support school policies.
- To comply with the school's Health and Safety Policy and associated working procedures, undertaking risk assessments as appropriate.
- To comply with the School's Equal Opportunities and Diversity Policy and to ensure that it is implemented within the service area of the post.
- To comply with the School's Data Protection Policy and Code of Practice within the service area of the post.
- Employees are expected to be courteous to colleagues and provide a welcoming environment to all visitors and telephone callers.
- Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.
- Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.
- The school will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition
- These are the key tasks as currently defined. They are not listed in priority order and post holders should not place emphasis on the location of the task within the foregoing job description. From time-to-time,

the key tasks may be varied and the post holder will be expected to take on such variations within the constraints of the grade and the level of responsibility implied in it.