

STOKENCHURCH PRIMARY SCHOOL

JOB DESCRIPTION

Post	Receptionist/Administrator
Salary Scale	Buckinghamshire School Pay Range 2, (point 11 – 15)
Hours	8.15am – 4:15pm 37 hours per week – 39 weeks per year (to include Training Days)
Contract Type	Full Time (Term Time Only) - Permanent
Reporting to	Office Manager

KEY DUTIES AND RESPONSIBILITIES:

To provide a professional, personable service to all external and internal personnel. As the initial contact for all parents and visitors, the post holder should be welcoming, personable, helpful and able to represent the school in a professional and friendly manner.

To provide high quality general administrative support as required. To ensure that information is handled and exchanged timely and appropriately, and that routine school and office procedures are prioritized effectively. It is essential that the post holder is organised, able to multi-task, work flexibly and have a 'can do' approach to work, since no two days are the same.

The following does not represent an exhaustive list but gives an indication of the role of the post.

RELATIONSHIPS:

- To work as part of the school office/administration team, liaising regularly over outstanding tasks.
- To work effectively with other staff across the school.
- To provide high-quality customer service to parents, pupils, colleagues and other stakeholders.
- To contribute as an effective and collaborative member of the school administration team.

RECEPTION DUTIES:

- To provide a high quality, professional service on the reception, being the first point of contact for visitors to the school, extending a warm welcome to callers.
- To complete reception duties efficiently and to provide a professional and positive welcome to all visitors, pupils and staff.
- To issue visitor lanyards and ensure all visitors are correctly signed in/out, in accordance with safeguarding and GDPR protocols.
- To deal with enquiries, by email, telephone and in person, and to ensure accurate information is passed to relevant parties in a timely manner, maintaining confidentiality at all times.
- To maintain a tidy and welcoming reception area, ensuring school publications and other information is up to date and available/accessible for visitors.
- To have responsibility for incoming and outgoing post, and to effectively monitor the general office email account.
- Operating and keeping communication systems under review.
- Providing general advice and guidance to staff, pupils and the school community.
- To handle incoming deliveries, ensuring they are stored safely and appropriately, and redistributed timely.

ADMINISTRATION DUTIES:

- To follow up with parents regarding absence in line with school policy and procedure.
- To accurately maintain the SIMS database, including collating information, and data entry on new admissions.
- To update pupil attendance registers on SIMS, provide attendance statistics and monitoring.
- To prepare and issue correspondence to parents via Parentmail.
- To maintain accurate pupil records and archive systems, in accordance with school procedure, policy and statutory requirements.
- To produce and collate data as requested by senior staff or external agencies (e.g. standard/statutory returns).
- To assist with arrangements for school visits and events (e.g. school nurse, photographer etc).
- To help maintain and update information on the school website and calendars.
- To assist in the organisation of school events and parents' meetings.

GENERAL:

- Set high expectations of conduct whilst acting as a good role model for others, ensuring high standards are maintained and promoted in all areas of work.
- Be aware of, and comply with school policies and procedures particularly those relating to child protection, health and safety, confidentiality and data protection, reporting all concerns to an appropriate person.
- To actively participate in and attend a variety of school events.
- To champion the professional integrity and uphold the ethos of the school.
- To participate in training and other learning activities as required, and to participate in appraisal and professional development.
- Any other duties and responsibilities, which do not change the general character and purpose of the post, as may be required, following consultation with the Headteacher.

Stokenchurch Primary School is committed to safeguarding and promoting the welfare of its pupils and expects all staff and volunteers to share this commitment. Any offer of employment, or agreement to volunteer, is subject to receipt of satisfactory references and DBS checks.

In line with Keeping Children Safe in Education 2023, online searches will be carried out on all shortlisted candidates, who will have the opportunity to address any issues of concern arising, during the interview process.

Name: _____

Signed _____ Post Holder Date: _____

Signed _____ Headteacher/Deputy Headteacher Date: _____