

<b>Job Description</b> <b>Job Title</b> Receptionist/Administrator Thorns Collegiate Academy		<b>Grade</b> Band C, 5 - 8
<b>Responsible to:</b> Office Manager	<b>Contacts</b> Trust/Academy Staff and students Academy visitors	<b>Responsible for</b>
<b>Working hours</b> 22.5 hours per week (Term Time + 4 weeks pro rata) With the opportunity to increase to 37.5 hours with the addition of maternity cover expected from April 2026		<b>Special Conditions</b>

**This job description is a guide to the work you will initially be required to undertake. It may be reviewed from time to time to meet the changing needs of the Academy.**

### **Job Summary**

To work as part of the administration team based in Reception completing day to day reception duties and assisting in organising and managing the administrative support systems and activities to facilitate the effective and efficient running of the academy.

### **Duties and responsibilities:**

- Reception duties include ensuring visitors, staff and students are welcomed and managed according to safeguarding and other Trust and academy policies and processes.
- Telephone calls are answered and directed accordingly. Answer phone messages are listened to and actioned accordingly
- Managing and maintaining the TCA info email inbox along with individual email inbox
- Provide general clerical support for the academy, including assisting with letters
- Assist with the production of correspondence across the academy
- Assist with reprographic requests and ensuring all information given to visitors is kept up to date
- Supporting the oversight of Arbor, with particular regard to correspondence sent to families
- Assist with all queries and complaints
- Use information systems and prepare information for internal use including the use of the applications Outlook, Excel, Word and PowerPoint
- Assist with the organisation and facilitation of meetings and training events within the academy
- Assist with enquiries from students, families and external agencies
- Ensure the prompt circulation of information throughout the academy
- Liaise with academy staff and external organisations as required

- Support at academy events including open evening and parents evenings (these hours would be taken from the plus 4 weeks)
- Oversight of room bookings
- Monitoring stock levels of blazer badges and ties
- Monitoring stationery stock
- Raising orders and receiving deliveries
- Support with First Aid as required (3 day training with St John's Ambulance will be undertaken within contracted hours)
- Other duties as may be appropriate to achieve the objectives of the post or to assist the academy in the fulfilment of its objectives commensurate with the post holder's salary grade, abilities and aptitudes.

The post holder must at all times carry out his/her responsibilities with due regard to all Trust policies, organisation and arrangements for Health and Safety at Work.

All staff within the Trust will be expected to accept reasonable flexibility in working arrangements.

All staff are expected to comply with the requirements of GDPR.

**Due to the nature of this job, it will be necessary for an Enhanced DBS to be undertaken.**

**This Shireland Collegiate Academy Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.**