

Bridgwater and Taunton College Trust

Receptionist/Administrator.



Receptionist/Administrator.

Grade: BTCT Support Staff Pay Scale

Band 3b

Point 4.

The success of the Bridgwater and Taunton College Trust will be underpinned by two fundamental beliefs:

Students come first: First and foremost, the purpose of the Trust is to enable students to achieve their potential, and it is this principle that drives how we make decisions and how we act. It is expected that anyone who joins or forms part of the Trust shares this philosophy.

We are team players: Whilst every colleague has a specific role to fulfil, we expect all staff to communicate with compassion, treat others with positive regard, collaborate and behave with professionalism. In our colleagues we seek energy, passion, initiative and cooperation, as well as acting in a way that promotes a positive image of the Trust in the wider community.

Our values

We are ambitious, collaborative and inclusive.

We believe that every role contributes to our students achieving. We are a values driven organisation and strongly feel a shared sense of purpose. We behave in a way that puts our students at the forefront of our actions and decisions making, we champion equality of opportunity and respect our colleagues, our students and our community. We believe passionately that all individuals are entitled to learn and should be encouraged to do so.

Bridgwater and Taunton College Trust

Receptionist/Administrator.

Core Purpose

Undertake receptionist/telephonist duties, ensuring all callers receive an efficient, effective service and to be the primary contact between the Academy and the community.

Main Responsibilities

The responsibilities of this role could vary as a result of new legislation, changes in technology or policy changes. This job description is not an exhaustive list of tasks of the role.

- Main responsibilities will include those below, but additional functions may be included e.g., word processing, filing, reprographics and general administration.
- Receive and direct telephone calls efficiently, providing accurate information and resolving enquiries as the first point of contact wherever possible.
- Take accurate messages and pass them on promptly to the appropriate staff member(s), providing timely follow ups where necessary.
- Handle confidential information with discretion and professionalism.
- Warmly greet and provide a professional, warm and welcoming service to all visitors, students, staff and parents.
- Ascertain purpose of visit and manages visitor sign-in and sign-out procedures in accordance with safeguarding and security requirements.
- Issues visitor badges and lanyards and coordinate collection the relevant member of staff to collect them. If appropriate, deals with enquiry directly or seeks advice from the appropriate authority.
- Sign students in and out throughout the day, ensuring safeguarding procedures and guidelines regarding the authorisation of pupils to leave the premises are always followed
- Handle and record deliveries to school, notifying the Finance team and arranging the appropriate distribution, or storage of items with the caretaker(s).
- Receive items for students and arrange distribution as appropriate.
- Responsible for receiving Academy related items from parents to give to pupils.
- Ensure the reception areas are kept hazard free, clean, tidy and welcoming - this includes the plasma screens.
- Ensure all information, displays and literature is relevant and up to date, including the plasma screens, by restocking information leaflets and resources as required.
- Supervise and support the Student Receptionist, providing clear guidance and direction.
- Ensure relevant information is recorded on student records on the SIMS software.
- Maintain accurate parent and student records using Arbor.
- Supervise and support the Student Receptionist, providing clear guidance and direction.
- Effectively and promptly manage the office email inbox to ensure excellent communication between the Academy and stakeholders
- Undertakes secretarial duties for other members of staff as directed by Head's PA. if appropriate, including typing, filing, shredding etc.
- Process and distribute incoming and outgoing post, including franking and mailing duties.

Bridgwater and Taunton College Trust

Receptionist/Administrator.

Decision Making

- Answers some non-routine queries and filters other to appropriate member of staff, works under the direction of the Head's PA.
- Assist with additional administrative tasks as directed by the line manager.
- Will encounter situations where the issues are not so clear, and will need to exercise judgement and refer non-routine queries of a contentious or complex nature to line manager for advice and guidance.

Relationships

- Reports to the Head's PA.
- Has no direct supervision of staff.
- Build positive relationships with all members of staff and students, parents, suppliers, outside agencies and local community upholding high standards of service delivery at all times.
- Uphold the Academy's values and high standards of customer service at all times.
- Provides information, advice and guidance, in some cases about confidential matters.
- Must be able to remain calm, professional and objective when dealing with challenging situations.

Physical Working Conditions

- Working across the Academy in front line office environment with frequent use of IT equipment and general administration.

Other Duties

- To attend mandatory training courses, e.g., Child Protection, Equal Opportunities and Health and Safety related courses
- To promote and celebrate an approach of equality, diversity and inclusion for all colleagues, students and external stakeholders.
- Responsible for the health and safety of themselves and others
- Responsible for the safeguarding of and promotion of wellbeing for both children and colleagues
- To be a team player and contribute towards the vision, culture and ethos of the Trust
- From time to time you may be required to carry out other duties commensurate with the role.

Person Specification

Area to be assessed	Essential criteria	Desirable criteria
Safeguarding	Must be able to demonstrate a commitment to the safeguarding and well-being of children and young people.	
Qualifications/Experience	5 GCSE's at C and above or relevant equivalent. Experience in an office environment Ability to deal with public	

Bridgwater and Taunton College Trust

Receptionist/Administrator.

	under difficult situations at times, able to act professionally and keep calm at all times. Act on own initiative, as well as part of team, expected to deal with duties promptly and efficiently, and be a good communicator.	
Knowledge/Skills	Computer literate, with good keyboard skills Experience in using Microsoft 365 software. Accuracy, Initiative, well organised, flexibility, adaptability, reliability and resilience.	Knowledge of other computer packages where appropriate