**Text

Description automatically generatedRole Description**

**Receptionist/ Administrative**

**Assistant**

|  |  |
| --- | --- |
| **NJC Pay Range** | Band C |
| **Responsible To:** | Administration Officer/ Principal |

|  |
| --- |
| **Main Purpose of the Post** |

* To provide a high-quality front-line service on the Academy’s Main Reception, providing effective and efficient services including telephone support and visitor management.
* To support the Administration Officer with general administrative duties.

|  |
| --- |
| **Key Areas of Responsibility** |

* To support the management of the reception process.
* To provide an effective front-line service including answering telephone calls, meeting and greeting visitors and dealing with parent and student queries.
* To provide support and assist with evacuation procedures and fire registers.
* To carry out general office duties including maintaining data on the Academy’s management information system (MIS), SIMS and maintaining the daily post.
* To maintain stationary and first aid stock.
* To report on student meals to the kitchen each morning.
* To deal with enquiries email in an efficient and timely manner.
* To answer and deal promptly with patrol calls within the Academy.
* To identify the needs of reception and prioritise issues.
* To provide support to the Administration Officer as and when required, including administrative duties such as website updates, communications, and archiving.
* To be aware of and comply with the Academy policies and procedures relating to child protection, health, safety and security, confidentiality and data protection and reporting all concerns to the appropriate person(s).
* To promote positive relationships and implement the vision, ethos and policies of the Academy to raise levels of achievement.

|  |
| --- |
| **Other Considerations Relevant to the Role** |

* To work from an identified MLT Office location.
* To work with flexibility, travelling to and from Academies and other locations in the course of undertaking work duties.

***The aim of the Role Description is to indicate the general purpose and level of responsibility of the post. Duties may vary from time to time without changing the character of the post or general level of responsibility.  This is an outline Role Description only and the post holder will be expected to undertake duties commensurate within the range and grade of the post or any lesser duties as directed by the Principal.***

**Role Description**Text

Description automatically generated

**Supplementary Information**

|  |  |
| --- | --- |
| **NJC Pay Range** | Band C |

|  |
| --- |
| **Standards and Expectations** |

* Be an excellent role model, exemplifying high personal and professional standards and promoting high expectations for all members of the Trust.
* Take responsibility for promoting and safeguarding the welfare of children, young people and adults within the organisation.
* Demonstrate optimistic personal behaviour, positive relationships and attitudes towards young people, professionals, parents/carers, governors and members of the local community.
* Regularly review own practice, set personal targets and take responsibility for own personal development.

|  |
| --- |
| **Securing Policies and Compliance** |

* To apply Academy and Trust wide policy and procedures.
* To promote and safeguard the welfare of students and other adults within the Learning Trust by adhering to all statutory and associated work place policies.
* To ensure compliance through quality assurance and evaluation.
* To report and advise on any matter that may place the brand and reputation at risk.

|  |
| --- |
| **Engagement with Stakeholders** |

* To build and maintain effective professional relationships with relevant external stakeholders and service user groups.
* To provide reports and updates to Leaders in relation to area of responsibility.
* To set clear standards for and expectations of communication with parents/carers and other key stakeholders ensuring follow up is timely, effective and appropriate.
* To work collaboratively with others to deliver added value to the Academy and Trust.
* To understand the changing community and ensure stakeholder satisfaction.

|  |
| --- |
| **Other considerations** |

* A Disclosure and Barring Service (DBS) check at Enhanced Level is required.
* To undertake any other duties and reasonable requests that are in keeping within the requirements of this post.

This supplementary information forms part of the role description and should be used alongside the role specific information.

***Maltby Learning Trust is committed to safeguarding the welfare of children and expect all staff to share this commitment. An Enhanced DBS Disclosure is required for all staff.***