



BISHOP THOMAS GRANT SCHOOL

Receptionist and Administrator

Job Description

Responsible to:	Office Manager
Hours:	35 per week (8.30am – 4.30pm) Monday - Friday, term-time only
Grade:	NJC Scale 4, Pts 7-10 – FTE Salary: £30,987 - £32,346 (Actual total annual salary for 35 hours per week, term-time only: £26,536 - £27,700)

Main purpose of the job:

The Receptionist and Administrator is a member of the school support staff team responsible for making sure that the efficient and effective organisation and administration of school processes, procedures and policies delivers the best possible customer service to all stakeholders internal and external to the school.

The purpose of the Receptionist and Administrator role is to support the Office Manager in managing the full range of administrative functions within the school.

The post holder will often be the first point of contact providing advice and guidance to all students, parents and visitors on a wide range of school policies and procedures, and is therefore expected to demonstrate exemplary customer service to both internal and external customers.

Main duties and responsibilities:

- To communicate with people in person, on the telephone and using email/text to:
 - respond to queries,
 - provide information and services,
 - take and record messages (using the school systems).
- To receive telephone calls via the switchboard, dealing with front line enquires from parents, staff, governors, outside agencies, etc. Politely and efficiently passing on messages as appropriate.
- To ensure that all visitors to the school are welcomed in a polite, professional, friendly manner, are signed in, issued with visitor passes where necessary and are aware of the school's safeguarding policy.
- To ensure that the reception area is kept tidy and welcoming at all times.
- To ensure that all student enquires are dealt with appropriately and in a timely manner.
- To locate students in lessons to pass on urgent messages from parents and /or teaching staff.
- To contact parents/legal guardians regarding the collection of sick students.
- To receive and check daily post and distributing to staff as appropriate, within 24 hours.
- To assist with general office duties including photocopying, messaging, typing and filing.
- To support the schools provision of First Aid (after training) in the event of accident or injury and for the completion of relevant documentation per school procedures.
- Undertake Fire Marshall duties (training provided).
- To assist with the admissions process, providing information to prospective parents.

- To assist the Attendance Officer in managing students late to school and those leaving for appointments when required.
- To ensure student toilets are locked during lesson time and to ascertain if students have the appropriate permission to access the toilets during lesson time.
- Maintain Exams collection log.

General

- To undertake any other task deemed necessary by any other member of the Senior Leadership Team (SLT) or the Office Manager commensurate with the level of this post to help support teaching and learning within the school.
- To understand the importance of the Data Protection Act (2018) and GDPR and their application in the workplace.
- To apply the principles of the DfE's 'Keeping Children Safe in Education' and the school's Child Protection and Safeguarding Policy
- To support the Catholic ethos of the school.
- To implement other school policies consistently.
- To keep up to date with the academic calendar and weekly bulletin.
- To attend and participate in meeting as required.
- To participate in the school Appraisal scheme, including target setting and review.

These duties are neither exclusive nor exhaustive. The details and responsibilities of the post may change as requirements and circumstances change. The post holder may be required to carry out such other duties as requested by the Head Teacher and SLT that are broadly within the level of the post.

This post is subject to a number of safer recruitment checks including an enhanced Disclosure and Barring Service check. The post holder must be committed to safeguarding the welfare of children and to providing equality of opportunity.

This job description is current at the date shown, but following consultation with you, may be changed by Management to reflect or anticipate changes in the job which are commensurate with the salary and job title.

Person Specification

Qualifications and experience
<p><i>Essential:</i></p> <ul style="list-style-type: none"> • Qualification at grade C or above in English and Maths GCSE or equivalent. • Previous experience of working within a school environment within administration, or in a working environment as receptionist/office administrator.
Knowledge and skills
<p><i>Essential:</i></p> <ul style="list-style-type: none"> • Willingness to undertake First Aid training. • Good verbal and written communication skills appropriate to communicate effectively with colleagues, parents/carers, students and other professionals. • Good standard of numeracy and literacy skills. • Ability to proficiently use office computer software including word-processing, spreadsheet, database and internet systems. • Ability to build and form good relationships with students, parents/carers, colleagues and external agencies including social workers and the police. • Ability to work constructively as part of a team, understanding school roles and responsibilities including own. • Ability to absorb and understand a wide range of information and deal with confidential issues appropriately.
<p><i>Desirable:</i></p> <ul style="list-style-type: none"> • Experience of being a First Aider • Experience in the use of SIMS as a Management Information tool. • Working knowledge of relevant policies, procedures, codes of practice, and awareness of relevant legislation.
Personal Qualities
<ul style="list-style-type: none"> • Initiative and ability to prioritise one's own work. • Able to follow direction and work in collaboration with line manager. • Able to work flexibly to meet deadlines and respond to unplanned situations. • Efficient and meticulous in organisation. • Desire to enhance and develop skills and knowledge through CPD. • Commitment to the highest standards of child protection and safeguarding. • Recognition of the importance of personal responsibility for health and safety. • An understanding of the importance of Safeguarding students in a school setting. • An understanding of data security and confidentiality in the work place. • A commitment to the school's Catholic Ethos.