

Job Description

RECEPTIONIST / ADMINISTRATOR

General Purpose of Job:

Maintaining security for the building by providing passes to visitors and coordinating a safe and secure entrance and exit for all students, staff and visitors. Ensuring that all visitor identification is checked, and students leave the premises with an appropriate parent/escort or driver.

Functional Links

The Receptionist will liaise with staff, students, Governors, parents, carers, professionals, volunteers and visitors to maintain the high standards of the school.

A team player with an enthusiastic adaptable approach, proactive with a can-do attitude, a good communicator committed to exceeding expectations and able to demonstrate first class customer service.

Reporting Relationships

The Receptionist will be expected to work under the direction of the Office Manager and Principal/Senior Leadership Team.

DUTIES AND RESPONSIBILITIES: -

- To provide a welcoming face of Nightingale Community Academy, being the first point of contact providing efficient and professional receptionist duties and general administrative support.
- Greet all students, staff and visitors in a friendly, polite and approachable manner, maintaining professionalism at all times.
- Ensure the reception area is welcoming and tidy.

- Co-ordinate safe entrance and exits of all students, staff and visitors, ensuring they are signed in and out and that no unauthorised

person gains access to the school.

- Ensuring that all visitors complete the signing in process to enable this information to be used as a register of visitors on site in the event of a fire drill or evacuation of the building.
- Communicating important information to all visitors including safeguarding contact details/fire evacuation procedure and medical needs.
- Liaise directly with class teams to monitor attendance each morning. Checking individual registers before lesson 1 starts. Once the information is confirmed contact parents directly regarding absences by 10am and update registers as necessary. Monitor absence patterns and raise any concerns with SLT and Attendance Officer/Safeguarding Lead. Producing attendance reports as necessary.
- Daily “Education Setting Status” – this includes attendance for whole school including number of EHCP’s for those students/FSM entitlement/Social Worker details and covid absences for students and staff.
- Regular updates of dietary requirements for all students/new students to kitchen – any changes to be advised immediately.
- Sign for, check and distribute deliveries – ensuring PO/delivery note is included to check against the finance system and appropriate staff aware deliveries have arrived.
- To maintain student records on Arbor, updating records as necessary.
- Screening of telephone calls enquiries and requests and handle them or delegate as appropriate.
- Maintain the school email account forwarding/responding to messages as necessary.
- To have regard to and comply with safeguarding policy and procedure as appropriate.
- Building relationships with students, being available and approachable to student queries at all times and raising any issues with appropriate SLT member or safeguarding lead.

- Opening and distributing post daily.
- Good knowledge of Microsoft Packages/Arbor database.
- Maintaining all information in a confidential manner.
- Support the office team with general administrative duties as directed by the Office Manager and Principal, for example processing orders, minute taking and typing minutes up, maintaining student files.
- Write letters and carry out mailing of information using database/mail merge.
- Distributing Free School Meals Applications for families that may be entitled.
- To carry out all duties in accordance with policies, including the Equality and Diversity Policy.
- To prepare documents for circulation internally and externally, including, proof reading and formatting.
- Carry out routine tasks such as photocopying, filing, completion of routine forms and administration of school activities, to support the day-to-day running of the school including finance and/or HR activities.
- To support the organisation of School events in collaboration with the leadership team.
- To carry out other duties that may be reasonably required by the Principal or Office Manager.

Person Specification

Reception / Administrator

The person specification shows the abilities and skills you will need to carry out the duties in the job description. Short listing is carried out on the basis of how well you meet the requirements of the person specification. **You should mention any experience you have had which shows how you could meet these requirements when you fill in your application form.**

Qualifications / Experience		
1	Level 2 Qualifications in English and Maths	Essential
2	Experience of working with school administration systems.	Essential
3	Experience of proof reading	Desirable
4	Experience of working with students with SEN	Desirable
5	Experience of working in a School or similar environment	Desirable
Ability, Skills and Knowledge		
6	Able to maintain accurate, legible and up to date records	Essential
7	Able to take accurate minutes of meetings	Desirable
8	Able to communicate appropriately and effectively with pupils, colleagues and visitors.	Essential
9	Able to meet tight deadlines	Essential
10	Able to chase staff to obtain information in time for meetings.	Essential
11	Able to adhere to the school's Equality and Diversity Policy	Essential
12	Knowledge of all Microsoft Applications	Essential
13	Knowledge of the SEN Code of Practice	Desirable
14	Knowledge of Education Health and Care Plans	Desirable

