

## Job Description

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**Job title:** Receptionist/Business Administrator (Apprenticeship)  
**Reports to:** EA to CEO and Head of Communications and Executive Support  
**Location:** Leigh Academies Trust

### Key Responsibilities

- Present a professional, welcoming service, greeting all visitors and LAT staff
- Ensure the reception area is manned at all times
- Maintain security by issuing visitors' badges
- Act as a gatekeeper for the Trust Executive Team
- Answer, screen and forward incoming telephone calls answering queries where possible and redirecting appropriately
- Take delivery of incoming mail and distribute to relevant members of staff in a timely manner
- Liaise with Strood Academy to organise the sending of Trust outgoing mail
- Maintain a computerised reservations system for the booking of meeting rooms and hot-desks
- Book conference calls on behalf of the Trust Executive team, taxis and couriers on behalf of Trust staff and visitors
- Liaise with the catering team to place orders for catering on behalf of any staff booking meeting rooms
- Maintain the reception area to a high professional and organised standard
- Liaise effectively with all site staff including cleaning and catering personnel to ensure the offices, meeting rooms and common areas of the Trust office building are maintained to a high standard
- Liaise with the Finance team to ensure all catering costs booked through reception are charged to the correct team
- Assist the Trust Executive team with the distribution of correspondence and marketing mailshots
- Assist the Trust Executive team with various administrative duties including photocopying, scanning, shredding and filing
- Ensure that there is adequate stock of Trust information in reception including newsletters and prospectuses
- Monitor office supplies and place orders where necessary
- Manage and organise work of a confidential and complex nature, with considerable tact, diplomacy and a high level of commitment, customer care and flexibility
- Actively source information and news from academies within the Trust via academy websites
- Update academy websites with detail from the Trust website including newsletters and announcements
- Establish good working relationships with all Trust staff and Academy Principals
- Undertake the role in a flexible fashion to cover any early morning meetings or evening meetings where necessary
- Comply with Health and Safety Regulations

## Key Requirements

- Excellent organisational and planning skills with outstanding attention to detail
- Demonstrate a high level of initiative
- Computer literacy in usual office applications
- Ability to work on own initiative
- Committed and enthusiastic
- Excellent attendance and time-keeping record

The key tasks outlined above are generic to the role of Receptionist/Administrator. In addition, you will be expected to undertake the specific tasks as outlined by the Line Manager.

## Safeguarding of students and Duty of care

All staff, regardless of role, level of seniority and location, have a responsibility to ensure the highest levels of safeguarding and promoting the welfare of our pupils, and we expect all our staff and volunteers to share this commitment. We must collectively create an environment where children feel safe to learn, play, and grow. Children should feel comfortable in their surroundings and know that they can approach any responsible adult with any problems or concerns.

All staff must be able to identify any children who are at risk of harm, and know the characteristics of abuse or neglect. If you suspect or confirm harm then it's essential you know what actions to take.

Annual safeguarding training is offered to all staff at Leigh Academies Trust, and it is the staff member's responsibility to be aware of the most up to date guidance documented in the [Keeping Children Safe in Education document \(Department of Education\)](#).

## Notes

The job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed. This job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year and may be subject to modification or amendment at any time after consultation with the holder of the post.

The duties may be varied to meet the changing demands of the academy/business unit at the reasonable discretion of the Principal/Director. This job description does not form part of the contract of employment. It describes the way the post-holder is expected and required to perform and complete the particular duties as set out in the foregoing.