

Cippenham School Administrator and Receptionist

Job Description



Job Title	School Administrator & Receptionist
Line Manager	Office Manager
Supervisory Responsibility	None
Pay / Level / Salary	Level 3, Points 5 to 7 £24,660 to £25,454 per annum - full time (pro rata)
Hours / Work Pattern	Monday to Friday, 30 hours per week (10.00 am to 4.30 pm)
Contract	Permanent, Monday to Friday, Term Time plus Inset Days

Your responsibilities as a whole school team member are:

- To share responsibility for and commitment to safeguarding and promoting the welfare of pupils
- To have the welfare and care of all pupils as a priority when carrying out your responsibilities
- To be a 'positive face' of the school resonating our school values, supporting our stakeholders and promoting our school ethos
- To work proactively, collaboratively and effectively with colleagues to ensure the harmonious and smooth daily running of the school
- To be flexible and adaptable in the responsibilities you will assume
- Participation in the wider life of the school e.g. fundraising events, enrichment for children, promoting positive relationships between staff and home and school.
- To be flexible and adaptable in the responsibilities you will assume
- To maintain diplomacy and confidentiality in a professional and appropriate manner
- To take part in Continuing Professional Development (CPD) in accordance with the school's agreed policies
- To promote and use all school policies, systems and administration efficiently
- To take part in appraisal reviews in accordance with the school's agreed policies

Main purpose of the post:

- To support work in partnership with the Office Manager and the office / reception staff to ensure excellent administration and support is provided for the school community, including our pupil's families, our staff and assisting external agencies / companies with their enquiries appropriately.
- To provide telephone support, administration linked to office and reception duties, and reception desk cover, as required.
- To be responsible for promoting and safeguarding the welfare of pupils and young people in line with school and trust policies.
- To work in conjunction with the team to ensure the front office / reception is efficient, effective and welcoming, ensuring that all visitors to the school are greeted in a professional manner and processed according to our Safeguarding Policies and procedures.

Key responsibilities:

- The organisation of Pupil Photographs and Immunisation bookings and their coordination on site.
- Maintaining school use of learning apps, including access and records for staff and pupils.
- Processing Free School Meal applications, updating families and records of outcomes and dealing with Meal Manager/Parentpay queries.
- Maintain school provisions for staff, monitor stationery stock levels and assist in processing orders and receiving goods.
- Assist the Attendance, Medical and Admissions Officers as required.

Duties:

- Provide a professional welcome to all visitors of the school and ensure that all safeguarding policies have been adhered to.
- Provide consistent and attentive communication and resolution to all queries received, including those via telephone, emails and apps.
- Support the Office Team with cover for lunch, breaks and during busier times of the school day.
- Receptionist postholder for Monday and Tuesday each week.
- Update school records, as required.
- Ensure that pupil learning applications are maintained and updated promptly to support pupil's learning.
- Liaise and book school photographers and update pupil's ID photos on Scholarpack.
- Support the first aid team with any incidents as required.
- Support parent FSM applications and process results, ensuring FSM data is kept up to date on the school MIS system.
- Be the point of contact for families and Canteen Staff regarding Meal Manager/Parent Pay related queries. Ensuring that family accounts are set up correctly, lunch order numbers are communicated in a time efficient manner to canteen staff.
- To provide support to the attendance officer on a daily basis with updating pupil's records with pupil absences such as sickness, unauthorised holidays and children that have arrived at school late, ensuring the information is accurate, clear, concise and maintained in a timely manner.
- Assist the Attendance Officer with absence phone calls and recording information accurately and in a timely manner.
- Administrate the Cool Milk data return each week.
- Assist staff with stationery requests and orders; checking inventory/collecting and organising orders.
- Any other administrative tasks as may be required.

The post holder will be expected to work in partnership with all school staff including the Senior Leadership team, parents/carers, internal and external visitors and members of The Elliot Foundation Academies Trust to provide an efficient and flexible delivery of a range of services. The post holder may be expected to undertake any other reasonable duty as directed by the Senior Leadership Team including the Headteacher.

Whilst every effort has been made to explain the duties and responsibilities of the post, each individual task may not be identified. Employees are expected to comply with any reasonable request from the Headteacher to undertake work of a similar level that is not specified in this job description. This post is subject to Enhanced Disclosure procedures. It will be reviewed at least once a year and it may be subject to modification at any time after consultation with the postholder.

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Person Specification**



Knowledge, Skills and Experience	Essential Qualities	Desirable Qualities
A good standard of education (minimum requirement - GCSE C or above, in English and Maths or equivalent)	✓	
Experience of working in a customer focused environment	✓	
Experience of working in a school, nursery or other educational setting		✓
Knowledge of the importance of the safeguarding of children within a school setting	✓	
Knowledge and experience of online learning platforms and applications		✓
Knowledge and experience of using Google Workplace and / or Microsoft Office applications	✓	
Willingness to undertake first aid training	✓	
Knowledge and experience of MIS software, e.g. SIMs or Scholarpack, and the ability to analyse data with an attention to detail		✓
Excellent organisational and administrative skills, with a commitment to ensure high standards at all time	✓	
The ability to prioritise tasks appropriately and to meet tight deadlines	✓	
Excellent interpersonal, oral and written communication skills, with the ability to remain impartial and work sensitivity, observing and maintaining confidentiality appropriately	✓	
Able to communicate effectively in person, via telephone and email, in a professional, helpful manner	✓	
Reliable and resilient, with the ability to be flexible and adapt to changing workloads	✓	
Ability to work independently, with self-motivation and confidence and work well as part of a team	✓	
Willingness to play a part in the wider life of the school e.g. school community events and Elliot Foundation Academies Trust events	✓	
A willingness to engage in further continuing professional development (CPD); to undertake relevant training and keep knowledge up to date	✓	