



## Job Description

<b>POST:</b>	<b>Receptionist &amp; Administration Support</b>
<b>RESPONSIBLE TO:</b>	<b>Operations Manager</b>
<b>SALARY:</b>	<b>OCL Scale 2 SCP 4-8 (plus Local Government Pension Scheme)</b>
<b>LOCATION:</b>	<b>Oasis Academy Temple Quarter</b>
<b>WORKING PATTERN:</b>	15 hours per weeks / 39 weeks per year.
<b>DISCLOSURE LEVEL:</b>	<b>Enhanced Criminal Records Disclosure with Barred List Check</b>

### JOB PURPOSE:

To deliver reception and administration support of the highest standard in line with the Oasis ethos and values. Ensure effective and efficient reception and administration services that promote the agreed vision and aims of the academy and set an example of personal integrity and professionalism to staff and visitors. Provides point of contact for parents and visitors, ensuring information flows are effective.

### SPECIFIC RESPONSIBILITIES:

- A. Perform reception and telephone duties to provide courteous advice, information and help to staff, students, parents and the general public. To respond to a range of routine written, telephone and 'face to face' enquiries appropriately and professionally to ensure satisfactory resolution.
- B. Receiving, signing in and dealing with or directing pupils, parents, and other academy visitors as appropriate and to include assisting with arrangements for visits by external organisations.
- C. Maintaining the appropriate standard of tidiness and order in the school reception area so as to project a professional and welcoming environment for parents, pupils and visitors to the school.
- D. Providing administration support to the academy's support functions in such areas as word processing, correspondence, photocopying and filing/archiving.
- E. Process, format and assemble documents, records, information, and data.
- F. Undertake general office duties to include opening and sorting of the post and deliveries, filing, photocopying, cash handling, collation, reconciliation and other general duties.
- G. To complete administration tasks on the Academy data management system BROMCOM in support of Academy administration, operations, and data management.
- H. Support Attendance, Pastoral and Behaviour team(s) with administrative and data inputting tasks as required.
- I. Subject to receiving appropriate training, to contribute to the Academy's First Aid provision.

## ORGANISATIONAL RESPONSIBILITIES

### Safeguarding children and young people

Oasis Community Learning is committed to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment and to undergo appropriate checks, including an enhanced DBS check.

- **To work to the best of ability, to be diligent, honest and ethical in the performance of duties and to conduct personal and professional life in a way which seeks to uphold the Oasis Ethos and the Oasis 9 Habits**
- To effectively contribute to our organisational commitment to excellent education at the heart of our communities.
- To be aware of and understand our Equality and Diversity Policy and ensure at all times that the duties of the post are carried out in accordance with the Policy.
- To ensure compliance with all Health and Safety legislation and associated codes of practice and policies.
- Review and develop own professional practice, maintain effectiveness as a member of the academy staff by taking responsibility for own continuing professional development.
- Demonstrate a willingness to engage with further training and other opportunities to gain appropriate skills, knowledge and vocational or academic qualifications.

### OTHER:

The above responsibilities are subject to the general duties and responsibilities contained in your Contract of Employment.

The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.

### Signed:

<b>Employee:</b>		<b>Line Manager:</b>	
<b>Print Name</b>		<b>Print Name</b>	
<b>Date</b>		<b>Date</b>	

# Person Specification

## Receptionist & Administration Support

### Our Purpose

The vision of Oasis Community Learning (OCL) is to create 'Exceptional Education at the Heart of the Community.'

All our Academies are committed to achieving this vision through developing character, competence and sense of community with every child, providing a rich educational experience that is underpinned by our philosophy of education; inspirational leadership, deep learning and healthy communities.

### Oasis Ethos

Our ethos is an expression of our character - it is a statement of who we are and therefore the lens through which we assess all we do. We are committed to a model of inclusion, hope, perseverance, healthy relationships and compassion throughout all the aspects of the life and culture of each Academy community.

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> <li>• Maths and English GCSE grade A* - C or Numeracy and Literacy Level 2 on the NQF or equivalent.</li> <li>• NVQ Level 2 or equivalent experience in administration</li> </ul>	<ul style="list-style-type: none"> <li>• First Aid Certificate</li> <li>• NVQ Level 3 in Business Administration or equivalent Training in computer skills Customer relations/telephone skills training</li> </ul>
Experience, Skills & Knowledge	<ul style="list-style-type: none"> <li>• The ability to converse at ease with parents/students and members of the public, and provide advice in accurate spoken English'</li> <li>• Experience of working in an office, including typing/word processing, reception and general clerical work.</li> <li>• Experience of dealing with queries from a wide range of people, in person and via the telephone/customer services.</li> <li>• Experience of creating, using, maintaining filing systems and correspondence files, both paper based and electronic.</li> <li>• Experience of data entry</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of using:               <ul style="list-style-type: none"> <li>- Office 365</li> <li>- Bromcom</li> </ul> </li> </ul>
Personal	<ul style="list-style-type: none"> <li>• Good organizational skills</li> <li>• Good interpersonal skills and the</li> </ul>	

<b>Qualities</b>	<p>ability to work effectively with a wide range of people across the organisation and external agencies and stakeholders</p> <ul style="list-style-type: none"><li>• High level of discretion and confidentiality</li><li>• Reliability, motivation, adaptability and resilience under pressure</li><li>• Commitment to safeguarding and promoting the welfare of children and young people</li><li>• Willingness to undergo appropriate checks, including enhanced DBS checks</li><li>• Motivation to work with children and young people and their families</li><li>• Ability to form and maintain appropriate relationships and personal boundaries with children and young people</li><li>• Emotional resilience in working with challenging behaviours and attitudes to use of authority</li><li>• Have a willingness to demonstrate commitment to the values and behaviours which flow from the Oasis ethos.</li><li>• Willingness to undertake appropriate First Aid training to contribute to the Academy's First Aid provision.</li></ul>	
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