

## **JOB DESCRIPTION: AAT RECEPTIONIST / ADMINISTRATOR**

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<b>Location:</b>	<b>Capella House School – Primary Centre</b>
<b>Post title:</b>	<b>AAT Receptionist / Administrator</b>
<b>Contract:</b>	<b>Permanent</b>
<b>Grade:</b>	<b>NJC 12</b>
<b>Hours of duty:</b>	<b>36 Hours per week – Monday to Friday</b>
<b>Reports to:</b>	<b>Finance Director / Administration Manager</b>

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### **Reception**

- To manage the school reception, dealing with enquiries and visitors to the school and delegating responsibility for cover to other members of the admin team or support staff as appropriate.
- Provide information and assistance on a wide variety of school matters to parents, children, staff and other schools maintaining a detailed knowledge of school activities in order to answer such queries, without regular reference to senior staff.
- To offer practical support to staff, parents and visitors giving correct information and sign-posting where to seek help and advice.
- Follow school safeguarding procedures ensuring that visitors are signed in and issued with the correct identification.
- To be responsible for security of the school entrance hall and ensure that doors remain locked as appropriate.
- Monitor the site's Inventory system ensuring that faults are reported and followed up.
- Arrange for photographs to be taken of new staff and create staff ID cards in line with the school policy. Arrange for access cards to be programmed and issued.
- Answers and deals with telephone queries and e-mails. Take accurate messages and forward to the correct staff promptly. Prioritise where necessary and follow through to ensure appropriate action has been taken.
- Make appointments/diary entries for visitors and staff and update the school diary as appropriate.
- Liaises with attached professionals, including school nurse, counsellors, therapists, family support workers, EWO and LA staff as appropriate.
- Ensure there is a nominated person and deputy for calling the fire brigade in the event of a fire and that a clear notice of the procedure for calling the fire brigade is displayed.

### **General Administration**

- Produce correspondence and reports for SLT including letters to parents and newsletters. School visit and trips letters should be produced by the teacher.
- Undertake general administrative tasks as required and maintain centre filing systems.
- Receive, sort and circulate school post.
- As per an agreed rota by school monitor the info@ email address respond to messages where appropriate and be responsible for redirection to the appropriate staff member.
- Where necessary arrange communications to parents or guardians whose first language is not English.
- Administration of income and permissions for school lunches, trips and events and update ARBOR monitoring of online payments.
- Provide daily lunch numbers for the kitchen.
- Assist with the chasing of, and liaising with, parents to collect overdue lunch balances.

- Manage diary bookings for visits for example liaising with pupil administration regards prospective parent visits.
- Update staff tray labels in staff room.
- Update telephone greetings for school holiday closures.
- In the absence of a member of the school admin team support where necessary.
- To assist with preparation and refreshments for staff training and governor and external meetings

#### **Pupil administrative support: General**

- Maintain physical pupil files keeping records updated, including archiving and shredding pupil documents in line with Retention of Documents.
- Assist with the current initiative to move towards paperless pupil records with the intention of reducing the administrative burden.
- Communicate in term and end of term leavers to notify central Trust Pupil Administration.
- Provide administrative support for school open days and prospective parent visits by liaising with SLT and parents to confirm appointments.

#### **Pupil administrative support: Attendance**

- Contact parents regarding pupil absences if the school has not been notified by the requisite time. Notify class teachers of absences and record on Arbor.
- Ensure that class teachers have completed morning and afternoon registers and chase omissions promptly.
- Be responsible for notifying the Trust Pupil Administrator of any issues or concerns about pupil attendance, copying a member of SLT as appropriate.

#### **Pupil administrative support: Transport**

- Liaise with school transport personnel regarding children travelling to and from school on school transport.
- Maintain up to date list of children on school transport (including escort details) and pupils travelling independently.
- Liaise with transport, parents and staff regarding, school closures, pupil attendance and after school clubs.

#### **Pupil administrative support: Other**

- To arrange medical assistance, as required, in dealing with sick children, notifying parents of sickness or accidents and arranging transport home, if necessary.
- Keep a record of medical appointments for pupils and email relevant teachers of forthcoming appointments. Saving the supporting documentation of the appointment electronically on the student's file in Arbor.
- Compile, maintain and distribute after-school clubs list.
- Where applicable, to be responsible for the secure storage of pupil phones and valuables.
- Where applicable, to be responsible for school uniform and PE kit sales.
- Trips, visits & school journeys - provide administrative support to each centre's educational visits co-ordinator (EVC) being responsible for completing the office actions detailed in the Educational Visits Procedure, adding dates to the diary, receiving and recording permission forms and payments, chasing parent payments, updating ARBOR and booking packed lunches with the kitchen.

#### **Parent communications / support**

- To work with SLT and Family Partnership Workers to develop parent communications.
- Notify parents of Term and Holiday dates and school events.
- Communicate with parents regarding online payments.
- Other communications as required.
- To provide administrative support for pupil related events including parents evenings, school photos, dental screenings, hearing tests and vaccinations.
- Input minor updates to Arbor.
- Free school meals: Work with the Family Partnership Worker to ensure that parents who are eligible for Free School Meals have applied (including infant pupils). Administer Free School Meals and update Arbor and inform Finance.

### **Staff Administration**

- Act as a key point of contact for all staff on site, referring any HR matters to the central Trust HR Team.
- Inform Trust HR of any staffing related issues, forwarding any correspondence as appropriate.
- Liaise with Trust HR to ensure the relevant safeguarding checks have been completed for agency staff.
- Assist with the administration arrangements for staff CPD assisting with arranging transport, accommodation, refreshments as necessary by liaising directly with Trust HR.

### **Staff induction (including agency)**

- Familiarise new staff with office routines and procedures.
- Train new staff in use of photocopiers and office machinery.
- To greet and ensure agency staff ID is checked (if they are new to the school) and ensure that they are fully briefed on school procedures.

### **Health & Safety**

- Print Evacuation sheets for each class promptly and distribute during an emergency. Ensure that pupils arriving after the evacuation cut off are recorded as present on Inventory.
- To be responsible for the admin iPad ensuring this is charged and ready for use in an emergency.
- Maintain displays of names and location of first aiders.

### **Finance, supplies & facilities**

- To be responsible for money handed in to the school office by parents, pupils and escorts ensuring that this is correctly labelled. Ensure that cash received is recorded accurately on ARBOR and maintain a weekly log of cash received for submission to the kitchen.
- Responsible for monitoring trips payments.
- Promote the use of the online payments system and provide assistance to parents for online registrations.
- Responsible for the school safe ensuring this is kept locked and the key stored securely.
- Responsible for monitoring and placing orders on the school finance system for central stock and stationery for each centre.
- Assist budget holders with placing orders on the school finance system.
- Responsible for the annual order of diaries, teacher planners and water bottles for the new school year
- Check incoming deliveries and arrange for prompt distribution within the school to keep reception clear. Take appropriate action in the case of errors in delivery. Send delivery and good receipts notes to finance electronically.
- Manage petty cash in line with school policy, taking responsibility for accurate and secure handling of cash.
- Store and ensure secure dispose of confidential documents and data (other than pupil and HR)
- Photocopiers - day to day maintenance of MFDs including toner orders, engineer call outs, monitoring of usage and reporting to the SBM.
- Maintain supply of school and centre stationery as required.

### **GDPR**

- Act as school first point of contact for any GDPR related issues. Informing the Trust Data Protection Officer of any concerns / issues immediately.
- Subject access requests – assist with the collation of information as required.

### **Website**

- To maintain the school website, posting updates as requested.

### **Continuing Professional Development**

- In conjunction with the Line Manager, take responsibility for personal professional development, keeping up to date with research and developments related to school efficiency, which may lead to improvements in the day-to-day running of the school.

- Undertake any necessary professional development taking full advantage of any relevant training and development available.

**Other professional requirements**

- To maintain complete confidentiality at all times.
- To establish effective working relationships with all colleagues within the Trust.
- To assist colleagues, in school and within the Trust, in their duties in times of pressure.
- To use own initiative when necessary.
- To participate in the community life of the school and Trust.
- To set a good example in terms of personal presentation, attendance and punctuality.
- To undertake other duties as reasonably directed by the Senior Leadership.

This job description will be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks, but sets out the main expectations of the Trust in relation to the post holders professional responsibilities and duties.