

JOB DESCRIPTION

READING BOROUGH COUNCIL	Department/Division: Education & Community
Post Reference No:	Location: The Hill School
Job Title: Receptionist and Administrator	Grade/Salary Range: RG3m (scp 5-11)

JOB PURPOSE

LEVEL 2 - Under the direction/instruction of senior staff: provide routine general clerical, administrative support to the school. First point of contact for visitors, parents and external agencies when contacting / visiting the school

DESIGNATION OF POST AND POSITION WITHIN THE SCHOOL STRUCTURE

The post reports to the Business Manager

MAIN DUTIES AND RESPONSIBILITIES

Organisation

- Undertake reception duties, answering routine telephone and face to face enquiries and signing in visitors
- Handle difficult conversations with parents with tact and confidentiality
- Administer pupil first aid and undertake welfare duties, e.g. looking after sick pupils, liaising with parents/staff, updating medical files across school etc.
- Assisting with arrangements for visits by school nurse, photographer etc.
- Update noticeboards within the school as required
- Manage medicines kept within the school, including ensuring all medicine is within date
- Replenish school first aid boxes regularly and order replacement supplies as required.

Administration

- Provide routine clerical support e.g. photocopying, filing, faxing, emailing, complete routine forms
- Responsible for monitoring main school office email account and deal with all incoming queries and information as appropriate
- Routine record keeping
- Undertake typing, word-processing and other IT based tasks
- Sort and distribute mail including management team
- Liaise with pupils, parents and kitchen staff re daily queries re school meals
- Occasional input attendance registers onto SIMS if class teacher has been unable to complete the task e.g. supply teacher
- Liaise with providers of after school extracurricular activities to ensure required agreement forms are completed by the provider and then filed upon return to the school
- Providing registers for after school extracurricular activities.
- Producing registers for Breakfast & After School club ensuring correct allergy information is recorded
- Operate school electronic parent communication service

Resources

- Operate office equipment e.g. photocopier, computer
- Arrange orderly and secure storage of supplies inc first aid and staff room supplies
- Monitor office stationery levels and refer shortages to Business Manager
- Carry out routine checks on the school defibrillator

Pastoral Support

- To establish effective and empowering relationships with parents/carers.
- To provide information and signpost parents/carers as appropriate.
- To work at all times in a non-discriminatory, non-judgmental and culturally sensitive manner, which encourages all families to participate fully in the life of the school.
- Assisting pupils' arrival into school, making sure relevant information is passed on to the Attendance Champion and recorded as appropriate.

Responsibilities

- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person
- Be aware of and support difference and ensure equal opportunities for all
- Contribute to the overall ethos/work/aims of the school
- Appreciate and support the role of other professionals
- Attend and participate in relevant meetings as required
- Participate in training and other learning activities and performance development as required
- Be part of the school first aid team. Attend 3-day first aid at work training as required to keep qualification valid.

Gateway Criteria

- Liaise with external parties to organise visits to school
- Responding to enquiries and prioritising and escalating urgent or complex matters as appropriate.
- Making arrangements for school trips, events etc. including liaising with class teachers, transport providers and venues.
- Produce lists / information / data as required and reporting to SLT e.g. pupil data, attendance figures etc.
- Take notes at meetings, and co-ordinate circulation of minutes
- Assist with the reporting of school accidents in line school policy using the electronic accident reporting system
- In the absence of the school administrator to input routine required pupil data on SIMS
- Supporting the School Administrator with the attendance process and acting as a point of contact regarding attendance concerns, monitoring and offering low level support as required.

SCOPE OF JOB (Budgetary/Resource control, Impact)

As above



PERSON SPECIFICATION

READING BOROUGH COUNCIL	Department/Division: Education & Community The Hill Primary School
Job Title: Receptionist and Administrator	Post Reference No: : Administration and Organisation Level 2

Qualifications/Education/Training:
GCSE Maths and English or equivalent

Experience
Previous experience of general clerical/administrative work

Knowledge, Skills and Abilities
<p>Good numeracy and literacy skills</p> <p>Effective use of ICT packages - Excel and Word</p> <p>Experience of SIMS or other MIS</p> <p>Ability to work under pressure and to deal with difficult situations effectively</p> <p>Appropriate knowledge and application of first aid and a willingness to undertake first aid training as required by the role (First Aid at Work)</p> <p>Good understanding and ability to use relevant technology e.g. photocopier</p> <p>Participate in development and training opportunities</p> <p>Have good communication skills both orally and written with an ability to relate well to both children and adults</p> <p>Work constructively as part of a team, understanding school roles and responsibilities and your own position within these</p> <p>Able to maintain confidentiality</p>

Specific Working Requirements