



## STAR ACADEMIES

*Nurturing Today's Young People, Inspiring Tomorrow's Leaders*

### SENIOR RECEPTIONIST AND ADMINISTRATIVE ASSISTANT

#### JOB DESCRIPTION

##### **JOB PURPOSE:**

To promote a culture of educational excellence, rooted in God's Word, enriched by the values of discipline, mutual care and respect which extends beyond the school into the wider community.

##### **JOB SUMMARY**

1. Support the day-to-day organisation of the school office and reception area.
2. Provide guidance, support and day-to-day coordination for the Receptionist/Administration Assistant (with line management responsibility).
3. Coordinate reprographics and administrative workflows.
4. Liaise with contractors and service providers, including photocopier/printing suppliers.
5. Support the administration of school events and key operational activities.
6. Provide general administrative support across the school.
7. Handle routine medical and first-aid administrative duties.
8. Line manage the Receptionist/Administration Assistant.
9. Manage small administration projects.
10. Provide general administrative support, e.g. reprographics, photocopying, filing, emailing and completing routine forms and responding to routine correspondence.

##### **KEY RESPONSIBILITIES AND ACCOUNTABILITIES**

###### **1. Organisation**

- 1.1 Provide a welcoming, calm and professional reception service.
- 1.2 Handle telephone and in-person enquiries, ensuring accurate information is passed on promptly.
- 1.3 Sign in visitors, ensuring that the safeguarding procedures are maintained in line with school policy.
- 1.4 Manage incoming post, deliveries and parcels.
- 1.5 Provide refreshments and support for visitors when required.
- 1.6 Coordinate day-to-day work with the Receptionist/Administration Assistant, offering support, guidance and task allocation as needed.
- 1.7 Maintain effective communication with the Business Manager and Principals to support smooth office functioning.
- 1.8 Take responsibility for keeping the office environment organised, tidy and inviting.

- 1.9 Assist with school events during the school day, e.g., visits by the school nurse, photographer, linked schools, parents, etc.
- 1.10 Undertake the role of First Aid and Medical Needs Co-ordinator.

## **2. Administration**

- 2.1 Carry out word processing, data entry and ICT-based tasks to produce letters, reports, schedules and other documents.
- 2.2 Provide general administrative support, e.g. reprographics, photocopying, filing, emailing and completing routine forms and responding to routine correspondence.
- 2.3 Maintain manual and computerised records and/or management information systems.
- 2.4 Sort and distribute the internal and external mail.
- 2.5 Provide routine clerical support in relation to examination invigilation as and when required.
- 2.6 Provide routine clerical support in relation to the production and distribution of specific materials, e.g. school newsletters, school prospectus, etc.
- 2.7 Manage small administration projects.
- 2.8 Administer the schools' electronic communication system.
- 2.9 Manage the schools' room bookings. Assist with calendar, room bookings and scheduling tasks where required.

## **3. Medical and First-Aid Administration (Non-Strategic)**

- 3.1 Maintain appropriate stock levels of first-aid and medical supplies.
- 3.2 Support the recording and processing of accident/medical forms.
- 3.3 Keep pupils' medical information up-to-date in the MIS and available to relevant staff.
- 3.4 Undertake (or be willing to undertake) a first-aid qualification.

## **4. Resources**

- 4.1 Operate office equipment, e.g. photocopier; fax machine etc., and ICT packages (Word, Excel etc.) in accordance with manufacturer's instructions.
- 4.2 Maintain stock and supplies of resources, cataloguing and distributing as required.
- 4.3 Provide general advice and guidance to staff, pupils and others.
- 4.4 Sign students in and out as required and making appropriate telephone calls.
- 4.5 Maintain adequate first aid supplies throughout the school, ordering stock as required and assisting with the completion/recording of accident/medical form and students medical supplies.
- 4.6 Maintain adequate office supplies throughout the school, ordering stock as required and budget responsibility for office supplies.
- 4.7 Manage the reception and student reception functions.

## **5. Customer Care**

- 5.1 Provide a warm, professional and efficient service to pupils, staff, parents and visitors.
- 5.2 Respond positively to feedback and pass on concerns to the Business Manager when appropriate.

5.3 Ensure enquiries are handled courteously and resolved promptly.

## **6. Support for the School**

6.1 Be aware of and comply with, school policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.

6.2 Be aware of and support difference to help ensure everyone has equal access to the services of the school and feels valued, respecting their social, cultural, linguistic, religious and ethnic background.

6.3 Contribute to the school ethos, aims and development/improvement plan.

6.4 Work as part of a team, appreciating and supporting the role of other people in the team.

6.5 Attend and participate in meetings as required.

6.6 Undertake personal development through training and other learning activities, including performance management as required.

6.7 Be responsible for the standard expectations for the learning environments.

## **7. Other Responsibilities**

7.1 Promote the Trust's vision of 'nurturing today's young people, inspiring tomorrow's leaders'.

7.2 Champion the Trust's values of 'Service', 'Teamwork', 'Ambition' and 'Respect'.

7.3 Contribute to the wider life of the Trust and the Star community.

7.4 Carry out any such duties as may be reasonably required by the Trust.

## **8. Records Management**

8.1 All staff who create, receive, and use records in the course of their job are responsible for ensuring that records are managed appropriately. It is therefore likely that this post-holder will have responsibility for record-keeping as part of the role. Employees are required to be conversant with the Trust's policies and procedures on records management.

*This appointment is with Star Academies. The job description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only and may be reviewed in negotiation with the employee in the future. The appointment is subject to the terms and conditions outlined in the 'Star Academies Contract'.*



Star

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				Assessed by:
No	CATEGORIES	Essential/ Desirable	App Form	Interview/ Task
<b>QUALIFICATIONS</b>				
1.	5 GCSEs including English and Maths at grade 9-4/A*- C.	E	✓	
2.	Evidence of continued personal and professional development.	E	✓	
<b>EXPERIENCE</b>				
3.	Experience in an administrative/reception role.	E	✓	✓
4.	Experience of working within an educational environment.	E	✓	✓
5.	Proven experience of dealing with people, either in person or over the telephone to the required standards of service.	E	✓	✓
6.	Effective use of ICT packages, especially MS Office.	E	✓	✓
7.	Effective use of e-mail systems/VLE.	E	✓	✓
8.	Experience of Bromcom computerised systems.	E	✓	✓
9.	Understanding of school roles and responsibilities.	E	✓	✓
10.	Organised and efficient administrative skills.	E	✓	✓
11.	Experience of managing people.	E	✓	✓
<b>ABILITIES, SKILLS AND KNOWLEDGE</b>				
12.	IT software packages, e.g. MS Office and data bases and its application in schools.	E	✓	✓
13.	Good understanding and ability to use relevant technology e.g. photocopier.	D	✓	✓
14.	Understanding of relevant processes and systems in use within schools to deliver effective customer care.	E	✓	✓
15.	Understanding of how to provide a welcoming environment.	D	✓	✓
16.	Understanding how to develop and maintain effective filing systems.	D	✓	✓

					Assessed by:
No	CATEGORIES	Essential/ Desirable	App Form	Interview/ Task	
<b>PERSONAL QUALITIES</b>					
17.	Willingness to participate in further training and development opportunities offered by the school and county, to further knowledge including completing a first aid qualification.	E	✓	✓	
18.	Willingness to maintain confidentiality on all school matters.	E	✓	✓	
19.	Excellent communication skills both face to face and over the telephone.	E	✓	✓	
20.	High expectations of all pupils; respect for their social, cultural, linguistic, religious and ethnic background and a commitment to raising their educational achievements.	E	✓	✓	
21.	Customer Care – Listen and respond to customer need, seek out innovative ways of consulting service users and engaging partners. Network with others to develop services for the benefit of the service users.	E	✓	✓	
22.	Valuing Diversity - Listen, support and monitor the diverse contributions made to service development without prejudice. Challenge behaviours and processes which do not positively advance the diversity agenda whilst being prepared to accept feedback about own behaviour. Recognise people's strengths, aspirations and abilities and help to develop their potential. Understand how Valuing Diversity can improve our ability to deliver better services and reduce disadvantage.	E	✓	✓	
23.	Ability to build and maintain successful relationships with pupils, treat them consistently, with respect and consideration and demonstrate concern for their development as learners.	E	✓	✓	
24.	Ability to work effectively and respond well under pressure.	E	✓	✓	
25.	Demonstrate and promote the positive values, attitudes and behaviour they expect from the pupils with whom they work.	E	✓	✓	
26.	Ability to work collaboratively with colleagues and carry out role effectively, knowing when to seek help and advice.	E	✓	✓	
27.	Work constructively as part of a team, understanding school roles and responsibilities and your own position within these.	E	✓	✓	

No	CATEGORIES	Essential/ Desirable	Assessed by:	
			App Form	Interview/ Task
28.	Able to respond to management instruction to ensure tasks are completed within specified timeframes.	E	✓	✓
29.	Self-motivated, with the ability to work with minimal supervision.	E	✓	✓
30.	Able to liaise sensitively and effectively with parents and carers recognising their role in pupil learning.	E	✓	✓
31.	Able to improve own practice through observations, evaluations and discussion with colleagues.	E	✓	✓
32.	Able to work in a busy school environment and relate effectively with children and adults.	E	✓	✓
33.	Highly organised.	E	✓	✓
34.	Personal resilience, persistence and perseverance.	E	✓	✓
35.	Highest levels of professional and personal integrity.	E	✓	✓
36.	A passionate belief in the Trust's vision of 'nurturing today's young people, inspiring tomorrow's leaders'.	E	✓	✓
37.	A strong commitment to the Trust value of 'Service'.	E	✓	✓
38.	A strong commitment to the Trust value of 'Teamwork'.	E	✓	✓
39.	A strong commitment to the Trust value of 'Ambition'.	E	✓	✓
40.	A strong commitment to the Trust value of 'Respect'.	E	✓	✓
41.	Commitment to support Star Academies' agenda for safeguarding and equality and diversity.	E	✓	✓
42.	Sympathetic to and supportive of the Mixed Multi-Academy Trust Model and ethos of the Establishment.	E	✓	✓