

Receptionist and Administrator

Job Title	Receptionist and Administrator
School	The Wymering School
Reporting to	Administration and Admissions Manager
Hours	8.30 - 4pm per week. Term time plus one week
Contract	Permanent

Main Purpose of the Job

As a first point of contact, to represent the school's vision, values and ethos, providing a warm, person-centered approach to all pupils, staff and visitors.

To be responsible for managing reception, answering phones, making calls as requested, answering calls to the school gate and door, being the first point of contact for enquiries and ensuring that staff receive messages in a timely manner.

To play an active role within the administration team and work on areas concerning attendance, annual reviews, data collection, clerical administration as determined by the team lead. Experience around SEND management and attendance would be an advantage and may lead to some leadership responsibility within the role.

To lead on communication with transport services regarding all arrangements. To lead the transport communication at the beginning and end of the school day, working with transport leads.

To be able to respond to emails in a professional manner, produce letters, maintain spreadsheets and support with all administrative tasks when directed by the Team Lead or Headteacher.

Duties and Responsibilities

- As a first point of contact, to represent the school's vision, values and ethos, providing a professional, people first, warm approach to all pupils, staff and visitors
- Offer a warm welcome to all visitors to the school, directing them and supporting them as necessary.
- To carry out duties in line with the school's safeguarding policy and practice
- Provide a comprehensive administrative service for the school's reception area
- Answer, screen and forward incoming phone calls
- Act as first line of contact to parents in relation to any general enquiry, telephoning parents to discuss concerns/deliver messages in a sensitive manner and building positive relationships with them.

- Liaise with services as required
- Work with the transport leads to embed a smooth and efficient transport system at the beginning and end of the school day
- Undertake general administration tasks
- Ensure reception area is tidy and presentable, with all necessary stationery and materials
- Receive, sort and distribute daily mail/deliveries
- Support the central Human Resources team with recruitment for the school including making up interview packs, undertaking right to work checks, and welcoming and co-ordinating interview days.
- Undertake data entry and raise requisitions on the school's finance system, working with the Finance Officer and the Chief Finance Officer.
- Maintain accurate records on the school's MIS (Management Information system)
- Assist in the organisation and administration of school services such as visits by health professionals, free school meals and hot meals.
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges).
- Undertake general office duties such as photocopying, faxing and filing.
- To take part in the school's Performance Management process
- To contribute to school planning and review meetings.

Personal and professional conduct

- Uphold public trust in the profession and maintain high standards of ethics and behaviour, within and outside school
- Have professional regard for the ethos, policies and practices of the School/Trust, and maintain high standards of attendance and punctuality
- Be required to safeguard and promote the welfare of pupils and follow school policies and the staff code of conduct.

Other

- Promote the safety and wellbeing of pupils as priority
- Maintain good order and discipline among pupils, managing behaviour effectively to ensure a good and safe learning environment
- Undertake training in relation to key areas such as safeguarding and behavioural practice
- Be responsible for your health, safety and welfare in accordance with the School's policy and the Health and Safety at Work Act, 1974.
- Perform your duties in accordance with School's Equal Opportunities Policy and Safeguarding Procedures.
- Perform all duties efficiently and with the utmost care and confidentiality.

Please note that this is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks that you will carry out. The postholder may be required to do other duties appropriate to the level of the role, as directed by the headteacher or line manager.

Person Specification – Receptionist

Criteria	Essential	Desirable
Qualification and Experience	<ul style="list-style-type: none"> • Experience of using Microsoft Office • Demonstrable administration/clerical skills • Use of spreadsheets 	<ul style="list-style-type: none"> • Experience of working in an education setting • RSA II in word processing/spreadsheets (or equivalent)
Skills and Knowledge	<ul style="list-style-type: none"> • Computer literate and knowledge of Microsoft Office Suite and ability to learn new applications • Ability to work in an organised and methodical manner • Ability to convey information clearly and accurately • Ability to maintain efficient record keeping systems • Ability to produce accurate and up-to-date records and reports as required • Communicate effectively both verbally and in writing to children, parents and professionals e.g. writing letters. • Competent in data entry/analysis and reporting requirements • High level of accuracy and attention to detail • Ability to assimilate information • Ability to work under own initiative • Excellent interpersonal skills • Ability to work in a discreet and sensitive manner • Ability to handle confidential information with discretion • Ability to work and empathise with young people with challenging behaviours 	<ul style="list-style-type: none"> • Knowledge of working with young people with ASC.
Personal qualities	<ul style="list-style-type: none"> • Share our vision • A commitment to getting the best outcomes for all pupils and promoting the ethos and values of the school • High expectations for children’s attainment and progress • Ability to work under pressure and prioritise effectively • Commitment to maintaining confidentiality at all times • Commitment to safeguarding and equality • A belief that ALL pupils have the right to an education • Resilience – tomorrow is a new day with new opportunities 	
Other factors	<ul style="list-style-type: none"> • Satisfactory pre employment checks including DBS, references and full career history 	

Notes: This job description may be amended at any time in consultation with the postholder.