

JOB DESCRIPTION

Post Title: Receptionist and Admin Assistant

Conditions of Service: NJC Conditions

Salary Grade: Salary Scale 3

Hours of Work: 36 hours per week, 42 weeks per annum

Organisational Relationships

Reports to: Office Manager

Purpose of the Post

- To provide a welcoming and efficient reception and front office service
- To provide necessary administrative and support service across the school as part of the School Admin team.
- To provide cover in the first aid room as and when required
- The post holder will at all times carry out the duties and responsibilities with due regard to the School Policies and ensure the aspects of the post are performed in an efficient and effective manner.

Main Duties and Responsibilities

- Maintaining good public relations, assisting visitors to the school in a calm, sympathetic, efficient and helpful manner
- To ensure compliance with all current safeguarding arrangements for all visitors and keeping a daily record of visitors to the school
- Taking appropriate measure to ensure the security of the school office, entrance to school building and safe working environment
- Promoting a positive image of the school
- Receiving parents, students, Governors, Local Education Authority Officers, members of the public, suppliers, representatives of industry/organisations' and any other callers and accepting school deliveries
- Ascertaining the reasons for the visit, dealing with the enquiry or arranging for the caller to see the relevant member of staff
- Answering in-coming calls, from both external and internal sources
- Dealing with issues over the telephone, taking messages and passing on to the relevant members of staff
- To understand the fire evacuation procedure or other emergency evacuations and implement the part reception is expected to play
- Act as link for all staff through telephone and internal communications systems including forwarding electronic mail addressed via the administration e mail in a timely manner.
- Support administration staff by the provision of general clerical work in the offices of the Academy when required or during periods of staff absence.
- Signing late students in/signing students out through the appropriate channel e.g.

- parental contact
- Assisting in the issuing and collection of temporary Swipe cards/Travel Cards/Trip Mobiles etc. and logging details.
 - Assisting and supporting the daily function of the school office and maintaining the office environment
 - Carrying out photocopying or other admin tasks
 - Distributing documentation as required e.g. staff pigeonholes
 - Dealing with internal/external post
 - Maintaining and servicing staffroom, school office noticeboards
 - Attending relevant courses to facilitate role
 - Assisting the Office Manager with setting up files for student admissions
 - Undertake necessary first aid training and administering medication training to support students with medical needs.
 - To be one of the main first aiders for first aid for staff, pupils and visitors to the school.
 - To cover the School First aid room as and when required
 - To cover in the absence of office colleagues for administrative tasks

General Overview:

- It is anticipated that responsibilities and duties will evolve and an annual review of the post is anticipated.
- To take part in the school appraisal process.
- Carry out other duties as required by the Headteacher, senior staff or line manager commensurate with the post.
- To carry out these responsibilities taking full regard of the school's Equalities Policy, the philosophy of Inclusion and encouraging its successful implementation
- Commitment to safeguarding and promoting the welfare of children and young people and an expectation for all staff to share this commitment
- To support the Governing Body in its whole-hearted adoption of all the school's policies and aims
- To undertake any other duties commensurate with the role

PERSON SPECIFICATION

	METHOD OF ASSESSMENT		
	Application Form	Interview	Test
ABILITIES			
1) Ability to operate a range of basic resources and equipment, including computers and photocopiers	✓	✓	✓
2) Ability to use proficiently standard office computer software, including word-processing, spreadsheet, database, and Internet systems.	✓	✓	✓
3) Ability to absorb and understand a wide range of information concerning the functions of the school.	✓	✓	
4) Ability to build and form working relationships with pupils, parents/carers and colleagues, to work flexibly across operational boundaries, and to work as a member of a team.	✓	✓	
SKILLS			
5) Verbal and written communication skills appropriate to the need to communicate effectively with colleagues and parents/carers.	✓	✓	✓
6) Good standard of numeracy and literacy skills.	✓		✓
KNOWLEDGE			
7) Knowledge of relevant policies, procedures and codes of practice, and awareness of relevant legislation	✓	✓	
8) Knowledge of first aid procedures.	✓	✓	
EDUCATION AND PROFESSIONAL QUALIFICATIONS ESSENTIAL TO THE POST			
9) NVQ level 2, or able to demonstrate an equivalent level of attainment through relevant qualification or experience.	✓		
EXPERIENCE			
10) Evidence of successful clerical and administrative experience in a comparable working environment.	✓	✓	✓
11) Previous experience of receptionist or a similar front office role.	✓	✓	
EQUAL OPPORTUNITIES			
12) Understanding and commitment to the School's Equal Opportunities policy.	✓	✓	
13) Understand the policy on Safeguarding	✓	✓	