**Job PROFILE**

Receptionist/Administrator

**Job Outcome**

Under the direction of the Operations Manager, the Receptionist/Administrator will provide a highly professional and efficient service, providing a first point of contact for telephone enquiries and welcoming students, parents/carers, and other visitors to the Academy. Visitors feel welcome and have an excellent first impression of the Academy building and its staff.

Administrative staff are supported where necessary and the department runs smoothly and efficiently.

**Duties and responsibilities**

**1. RECEPTION**

**To carry out such duties as would generally be required in a School/Academy environment:**

* To provide a highly professional first point of contact for the Academy
* To answer all incoming telephone calls in a timely and effective manner, directing calls and or taking messages as appropriate
* To meet and greet all persons coming into the Academy in a professional, polite and friendly manner – this will include parents/carers, students, general visitors, delivery personnel, contractors etc, mindful of safety and security of the whole Academy community
* To ensure visitors are allowed access to the site without delay, following safeguarding procedures including signing in procedures and provision of identification badges, prior to proceeding further onto the Academy site
* To efficiently and accurately relay information, messages etc. provided by visitors and telephone callers to the relevant person(s) in the Academy – this may be achieved by email, telephone, or personal delivery of the information / message to the individual involved
* To take collection of Academy deliveries and ensure they are forwarded to the relevant department / staff.
* To respond appropriately to parent/carer and student enquiries as required
* To operate the school public address system
* To ensure reception area is welcoming and maintain its general tidiness

**2. ADMINISTRATION**

**To carry out a variety of general administrative duties as required by the Academy and which will include:**

* The processing of incoming and outgoing general email and postal mail and faxes, ensuring all are directed in a timely manner to the relevant person in the Academy
* When requested by appropriate Academy personnel, to contact parents/ carers by letter or telephone to provide information relating to the Academy or individual students
* Updating and maintaining Academy records which may include registers, student database etc as required
* Collation of the weekly staff itinerary
* Administration of the SALTO security locking systems to ensure that the database is kept up to date for all staff
* Administration of the mini bus booking system
* Monitoring of the fire panel and alert the Site Manager and then leadership Team immediately should there be an alarm triggered
* Assisting the Finance Department in sourcing orders for stationery/ housekeeping etc
* Assisting the Finance Department in accepting payments for school trips, consumables and issuing receipts to parents/carers
* Assisting the Work Experience Co-ordinator as and when required
* Providing support for the organisation of meetings as required, e.g. room booking, setup, refreshments etc
* To undertake general administration duties, which would primarily but not exclusively include: word processing, filing (manual and electronic), processing of mail and email, minute taking, photocopying and receiving and making telephone calls

**3. GOVERNING BODY DUTIES AND RESPONSIBILITIES**

* Effective administration of meetings
* Liaise with those preparing papers to make sure they are available on time, and distribute the agenda and papers as required by legislation or the articles of association
* Ensure meetings are quorate
* Record the attendance of governors at meetings (and any apologies – whether they have been accepted or not), and take appropriate action in relation to absences, including advising absent governors of the date of the next meeting
* Draft minutes of the governance meetings, indication who is responsible for any agreed action with timescales, and send draft to the chair and (if agreed by the governing body), the Principal
* Circulate the reviewed draft to all governors, the Principal (if not a governor) within the timescale agreed with the governing body
* Follow up any agreed action points with those responsible and inform the chair of progress

**3. GENERAL DUTIES AND RESPONSIBILITIES**

* To maintain the confidentiality of the working environment
* Promote the aims of the Trust
* Support and maintain a positive working environment between colleagues across the Academy
* To understand and observe the policies and procedures of the Academy
* Monitoring of students during lunchtime helping to ensure that students enter the dining areas in a safe and orderly fashion, supporting behaviour across the Academy site during lunchtime
* To undertake training as required
* To be familiar and comply with all relevant Health and Safety, Management of Risk, Operational, Personal, Data Protection and Financial Regulations policies and procedures
* To ensure duties and responsibilities are carried out in a safe manner and safe working practices are adopted, in accordance with the Health and Safety at Work Act, 1974.
* To understand and comply with procedures for the emergency evacuation of the Academy.
* The post holder will be expected to work in a flexible manner undertaking any reasonable duties commensurate within the range and grade of the post, or indeed lesser duties as directed and whether detailed within this profile or not, but as required by the Academy to enable students to achieve and reach their full potential.

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***The purpose of this job profile is provide an overview of the duties and responsibilities involved in this role, however it is not intended to be exhaustive. In consultation with the post holder, this profile may be reviewed and could be subject to change during the course of employment.***

**ACET is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.**

**REVIEWED 16.11.2022**