

Job Description

Post Title: Receptionist and Office Administration Assistant

Location: Ashwood Spencer Academy

Salary/Pay Range: NJC2-6

Hours of work:

Reporting to: Office or Operations Manager/Principal

Overall Purpose of Post

To provide reception, clerical, administrative and financial support to the academy

Main Duties and Responsibilities

Working as part of this important team you will be required to carry out the following duties. The nature of the Academy Year requires some of these tasks to be done regularly whilst others will be on an annual cycle.

The post holder will be expected to use all Trust standard computer hardware and software packages where appropriate. Specific responsibilities include:

Reception

- To receive and welcome all visitors to the school in a friendly and professional manner.
- Process ID and other safeguarding checks for all visitors in accordance with the Trust safeguarding procedures ensuring that everyone is signed in and out and wearing appropriate identification.
- To seek to ensure the safety and welfare of pupils by being aware of unexpected visitors and reporting to senior management team any concerns.
- To ensure that all queries, either in person or by telephone are dealt with efficiently and appropriately and disseminating any messages to the relevant people using school system which include email and Microsoft Teams
- To keep display material up to date in the office and reception area, including parent packs, standard forms etc, and replenish as necessary to ensure the smooth running of the office.
- Managing late pupil arrivals:
 - signing in using sign in system
 - lunch request update on school system
 - Escorting children to their classroom

Health and Safety

- Support fire drill procedures

Other Office Duties

- Support school communication – School comms, Class Dojo, Teachers 2 Parents(T2P) messaging, and emails
- Management of dinner payments and Relish system using the reports available on school comms, including non-payments and recovery of monies owed

- Update any changes to pupil contact details on Arbor
- Receipt of orders and distribute
- Reprographics and printing services to colleagues
- At the direction of the office lead provide support office colleagues in their duties when necessary
- Booking of school trips across all year groups

General

- Work in a professional manner and with integrity and maintain confidentiality of records and information.
- Maintain up to date knowledge in line with national changes and legislation as appropriate to the role.
- Be aware of and comply with all Trust policies including in particular IT, Health and Safety and Safeguarding.
- Participate in the Trust Professional Performance Review process and undertake professional development as required.
- Adhere to all internal and external deadlines.
- Contribute to the overall aims and ethos of the Spencer Academies Trust and establish constructive relationships with nominated Academies and other agencies as appropriate to the role.
- To provide cover and supervision support over lunchtime

These above-mentioned duties are neither exclusive nor exhaustive, the post- holder maybe required to carry out other duties as required by the Trust.

General

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- Be aware of and comply with all Trust policies including in particular Health and Safety and Safeguarding
- Participate in the Trust Appraisal process and undertake professional development as required
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Additional Information

The Spencer Academies Trust is committed to safeguarding and promoting the welfare of all our students and expects all employees and volunteers to share this commitment. All posts are subject to enhanced DBS checks and completion of Level 2 safeguarding training.

Person Specification

July 2023

	Essential	Desirable
Qualifications and experience		
Good standard of education especially with regard to literacy and numeracy skills.	✓	
GCSE Maths and English grade C or equivalent	✓	
Experience of working in a busy office	✓	
General reception, clerical and administration	✓	
Previous experience in an educational environment		✓
Cash handling experience		✓
Knowledge and skills		
Ability to work calmly under pressure	✓	
Ability to communicate clearly orally and in writing	✓	
Ability to work collaboratively with others	✓	
Ability to work within school-based systems and specified timelines	✓	
Working knowledge of a range of administration procedures	✓	
Ability to proficiently use office computer software including word processing, spreadsheets, databases and internet systems	✓	
Arbor management information system		✓
Academy procedures		✓
Personal qualities		
Excellent interpersonal skills with the ability to maintain strict confidentiality	✓	
A diplomatic and patient approach	✓	
Initiative and ability to prioritise own work and that of others to meet deadlines	✓	
Efficient and meticulous in organisation	✓	
Able to follow direction and work in collaboration with the leadership team	✓	
Able to work flexibly, adopt a hands-on approach and respond to unplanned situations	✓	
Ability to evaluate own development needs and those of others and to address them	✓	
Commitment to the highest standards of child protection and safeguarding	✓	
Recognition of the importance of personal responsibility for health and safety	✓	
Commitment to the Trust's ethos, aims and whole community.	✓	