

Receptionist/Administrative Assistant

We know from experience that things change throughout the lifetime of a role and so this JD isn't a list of everything you will do – this gives our people the chance to play to their strengths.

How you will make an impact...

- Help maintain the ethos of The Consortium Academy Trust by driving our organisational culture forwards and using every opportunity to embed our values.
- Taking responsibility for your own development - that way we can make the biggest impact!
- We are always looking for someone who can contribute to our growth.
- More than anything, we are looking for a team player who puts their heart in to their work. We have some core values that run through everything we do, and we'd love it if they resonate with you too.

About the role...

Main purpose of the role:

- To assist in the smooth and efficient running of the schools office and reception area

Key accountabilities:

- To attend school events as required
- To assist in school in school emergencies as required, including locating relevant staff, contacting emergency services and completing necessary documentation
- To attend relevant meetings and training sessions
- To undertake first aid training and responsibilities as required
- To invigilate school and public examinations and tests as required
- To keep abreast of developments and changes in fields relevant to the role and communicate to staff as required
- To assist in such duties and activities relating to any of the above areas appropriate to grade, as the Headteacher and Governors shall from time to time reasonably require
- To establish and maintain good relationships with all students, parents/carers, colleagues, suppliers, contractors and other professionals
- To undertake administrative / clerical tasks including using Microsoft Office, photocopying, filing, faxing, collating reports
- To provide efficient and accurate clerical support to Line Manager
- To assist in maintaining and updating information held on school databases in particular those relating to students and staff
- To assist in the routine collection of data as required
- To assist in ensuring that registers are collected and returned as required, and students arriving late to school are signed in as per procedures
- To assist in the maintaining of archive files and historical data
- To assist in the circulation of incoming mail and outgoing post including Governors' mailings, taking appropriate action as necessary
- To undertake reception duties including the signing in / out of visitors
- To courteously welcome and receive visitors/callers to the school, e.g. parents/carers, professionals from outside agencies. Deal with enquiries as required, maintaining security requirements and confidentiality
- To direct visitors within school as appropriate
- To answer incoming and internal switchboard calls, dealing with requests and enquiries and taking messages as required

- To appropriately deal with students that are feeling unwell or have been injured and those requiring to leave school for medical appointments
- To accept deliveries to the school as per procedures and make arrangements for appropriate distribution
- To assist with the smooth operation of school admissions e.g. giving out application forms
- To contribute to the evaluation and development of administrative systems and procedures
- To report technical faults relating to the school database system/s and equipment to the ICT Technician/s following school reporting procedures
- To ensure that all administrative / clerical duties, checks and documentation including returns and reports are completed to the required level of accuracy and deadlines
- To process, input and extract data held on the school's database systems
- Maintenance of manual and computerised record and filing systems
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As a member of staff of The Trust

- Role model appropriate behaviours within a professional environment including conduct, communication, and personal appearance
- Role model high levels of literacy and numeracy including modelling appropriate language
- Aspire to develop own professional skills and qualifications
- Use all forms of social media appropriately
- Take responsibility for the reputational management of all sites across the Trust
- Contribute to systems of evaluation and performance of the organisation positively

About you...

This is the job for you if you hold the following qualifications, experience, knowledge, skills and values:

Qualifications and Training

Essential

- A good level of education (A-C English and Maths GCSE/ equivalent)
- Desire to enhance and develop skills and knowledge through CPD
- Computer literate with good knowledge of Microsoft packages

Desirable

- Previous experience of working in an education setting

Experience, Knowledge and Skills

Essential

- Experience of working in a busy office environment
- Ability to build and form good relationships with students and colleagues
- Ability to work constructively as part of a team, understanding school roles and responsibilities
- Good verbal and written communication skills
- Ability to use basic ICT software packages equipment and other resources effectively
- Ability to absorb and understand a wide range of information
- A good understanding of GDPR

Values and Personal Competencies

Essential

- Excellent interpersonal skills; energy and enthusiasm
- Self-motivation
- Flexibility and adaptability
- Committed to the values and vision of the Trust.
- Team focused with the ability to work independently and take initiative.
- Committed to equality, diversity, and inclusion.
- Strong morals, ethics, and sound judgement.
- A role model of the Trust's Values.