



Job Description – Receptionist/Administrative Assistant

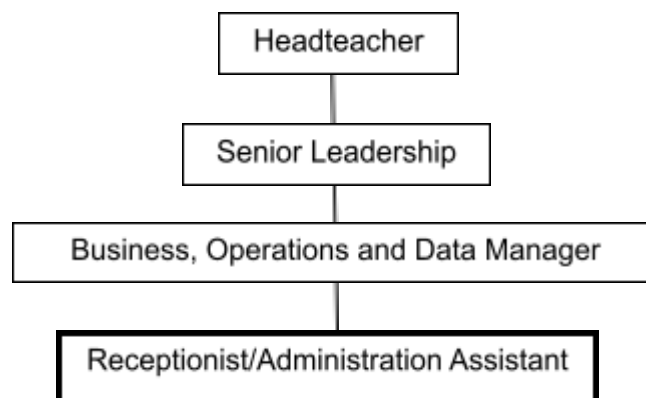
Responsible to: Business, Operations and Data Manager
Hours: 36 hours per week, term-time and 5 training days
(Monday-Thursday 8am-4.00pm, Friday 8am-2.30pm, 30 mins unpaid lunch per day)
Salary: NJC Scale Level 2D, points 4-6, Actual starting at £20,959 p/a
Contract: Permanent (Subject to probationary period)

This job description may be amended at any appropriate time, following consultation between the Headteacher and the employee, and will be reviewed annually. Priorities for the year will be negotiated and highlighted.

Core purpose of post:

- To provide a high quality administration service
- To contribute to the delivery of the School Plan, supporting the Values based ethos, aims and vision of the school

Organisation chart:



Safeguarding Children and Young People

The SCHOOL is committed to safeguarding and promoting the welfare of children and young people. All staff and volunteers are therefore expected to behave in such a way that supports this commitment.

Appointment to this post will be subject to the following pre-employment checks:

- Health
- Identity
- Relevant work qualifications
- Right to work in the UK
- Professional Registration (for qualified teaching staff)
- Disclosure and Barring Service (DBS) (for all staff and volunteers)
- References (these will be sought before interview)



A start date for successful job applicants will not be confirmed until clearance from all the above checks has been obtained.

Please note that the DBS check will reveal ALL convictions, reprimands, cautions and bind overs even if considered as spent within the Rehabilitation of Offenders Act. As this post is a regulated activity, a DBS check is essential.

MAIN RESPONSIBILITIES:

Providing professional day-to-day reception, administrative and clerical support in the main school office. Acting as lead first aider including delivering first aid duties.

The successful candidate will need to have a friendly and approachable demeanour, especially when dealing with pupils, parents and visitors.

1. Reception

1. Provide advice guidance and general support to pupils, staff and visitors contributing to the overall aims and ethos of the school
2. To work alongside office colleagues to undertake such duties and responsibilities as to maintain the day-to-day running of the school office including maintaining the school diary, providing administrative support and other duties as may be required.
3. Opening up Reception duties and taking early calls (from 08.00), record pupil absences and prepare notifications for the registers/admissions & Attendance Officer.
4. Greet and assist visitors, managing their entry and security clearance via the digital Sign in App, and issuing visitor badges.
5. Provide refreshments and escort visitors around the building/site. Comply with visitor requests e.g. to retrieve pupils from lessons, photocopying, source resources, seek IT support etc..
6. Collect documentation for the processing of safeguarding arrangements.
7. Take delivery of pupil items from parents and ensure that they are delivered to pupils in school in a timely fashion.
8. Assist the Senior Leadership Team and Extended Leadership team in preparing for visitors (such as booking rooms, preparing visitor badges, checking ID etc..)
9. Be involved in closing Reception and general housekeeping at the end of the day.
10. Maintain a clean and organised reception area

2.Pupil records

1. Mark in late pupils and ensure pupils leaving school for appointments etc. are signed out by parents/responsible adults.
2. Ensure all registers are received/delivered to the classrooms, with the help of pupils in some instances, for morning and afternoon registration..
3. Produce, collate and organise award certificates ready for signature of Headteacher (for example positive awards, End of Year awards, Student leadership Awards, Bunsen Burner certificates etc..)
4. Update any change of address that is received via school admin email or by phone on the Management Information System (eg BromCom)

3.Communications & Liaison

1. Respond to phone calls promptly providing courteous, efficient and effective service to all callers, forward calls and take messages as appropriate.
2. Deal with incoming and outgoing mail.



3. Manage incoming calls, directing inquiries, and providing general administrative support to the school's administrative team.
4. To operate, where relevant, the text alert system to notify parents/carers of upcoming school events, payment deadlines, unexpected school closure, cancellation of sports fixtures or other important notices.
5. To operate, where relevant, the Management Information system's communication module to communicate emails with parents, students, staff and Governors. To manage communication groups.
6. As directed by the Business, Operations and Data - provide typing/administration support to Deputy Headteacher/Assistant Headteachers and SLT, ensuring correspondence to parents/carers is kept within the 'school-style'; including ad-hoc distribution of letters, as required.
7. To keep Business & Operations Administrator/ Head's of Year informed of adverts/notices etc.. received via email from outside providers that need to be shared on weekly newsletters.
8. Monitor and respond to school emails via the school admin email address, in consultation with the school administrative team, ensuring HOY/HOD/ SLT are kept informed.
9. Deal with parental queries, feedback or complaints, verbally or in writing, in a timely fashion whilst maintaining a professional manner at all times
10. To book supply/cover teachers on behalf of the cover manager, build good working relationships with the agencies/companies providing the cover and compare prices, when requested to do so.
11. Update digital screens in school, as directed by the Headteacher and Senior Leadership Team.
12. Update weekly assembly slides with relevant information, as directed by the Senior Leadership Team.
13. Transfer data from ClassCharts to relevant spreadsheet detailing pupil positives on a weekly basis. Liaise with AHT for any queries relating to this matter.
14. Oversee minibus booking, liaise with relevant staff members and ensure that GOV.UK forms are completed.

4.Resources

1. Order, receive and check stationery deliveries and store away. Maintain stock levels and issue as required.
2. Coordinate and collate the annual order for main exercise books, folders for teaching staff in preparation for September and as required.
3. Create printable labels for books to be printed in September for all year groups/subjects. Create & print labels for books for new starters & any others as requested by teachers.
4. Co-ordinate and order the weekly Tesco order and deliver groceries to Food tech, staff room, kitchens etc upon delivery
5. Organise office supplies and support the administrative team with filing, copying, organisation or resources.
6. Ongoing maintenance and updates to school stock inventory.

5.Medical

1. Take a leading role in First Aid.
2. Deliver first aid to pupils. Attend Paediatric 3 day First Aid training and keep up-to-date with training.
3. Prepare first aid kits for all trips and visits.
4. Oversee first aid stock and order new stock as and when required.



5. Ensure correct and safe storage of pupil medication, inhalers etc and maintain school records.
6. Ensure classroom first aid boxes are well stocked each term.
7. Oversee the organisation of the First Aid room.
8. Produce annual booklets for displaying in school (for staff to reference) detailing all pupils with severe medical needs and dietary requirements, share this with the relevant teams within school and update the documents as required throughout the year when new pupils join.
9. Order EPI-pens for emergency use in school, keep a track of expiry dates and keep up-to-date with policies and legislation relating to dealing with pupils with severe allergies.
10. Ensure that all school/Trust policies relating to dealing with pupils with medical needs and/or allergies are adhered to.
11. Contact emergency services, in the event of a serious medical emergency.
12. Complete an Incident/Accident form for any accidents that happen on the school premises. This involves members of the public/staff. Any children that require a visit to A&E following on from an incident at school also need this form filled in. Use AssessNet to input this data.

6. Trips/Visits

1. Cross reference pupils attending school trips with medical needs lists, making sure the correct medical supplies are taken on the trip.
2. Ensure each coach transporting pupils/adults on the trip has a bucket with standard First Aid supplies including paracetamol (liquid & tablet form) and antihistamine, bin bags, cups, paper towels, aprons & wet wipes.
3. Epi -Pens are to be given to the first aider on the trip if needed for a pupil.
4. A detailed medical list to be created via BromCom with all pupils on the trip/residential who have serious medical needs or allergies.

7. Reprographics

1. Photocopy as required.
2. Be responsible for the Photocopier and arranging lease hire agreements (with finance officer), service call outs (with the site agent) and ordering consumables with the providers.
3. Source best price and bulk order copier/printer paper.

8. General/Other

1. To have good working knowledge and understanding of the application of the school's IT software systems (eg Google drive, MIS system, CPOMS, ClassCharts)
2. To be familiar with schools/Trust procedures and policies.
3. To undertake any other duties of a similar level and responsibility as may be required from time to time.
4. To maintain confidentiality at all times in respect of school-related matters and to prevent disclosure of confidential and sensitive information.
5. Comply with relevant health and safety legislation policies and procedures.
6. To assist in the wider life of the school including attending the annual Open Evening.
7. Follow the Staff Code of Conduct its entirety.



Person Specification: Receptionist/Administrative Assistant

Essential	Preferred	Source
Professional Qualifications and Training		
<ul style="list-style-type: none"> The ability to converse at ease with members of the public and provide advice and information in accurate spoken English is essential for the post. Educated to GCSE level with English & Maths at Grade 4 or above (previously grade C or above) Willingness to undertake the 3 day First Aid training and other related first aid training as required and on an annual basis Recent relevant CPD DBS Clearance 	<ul style="list-style-type: none"> Level2/Level 3 Computing qualifications Pediatric First Aid qualifications 	<ul style="list-style-type: none"> Certificates provided at time of interview
Experience		
<ul style="list-style-type: none"> Previous experience of Reception, administration and clerical work Experience in digital communication tools, including managing group emails, text alert platforms, and operating digital display screens. IT literate with experience utilising the Google Workspace/Microsoft Office suite. Familiarity with digital design packages (such as Canva) and experience using professional email platforms to communicate with external stakeholders. Experienced in the use of internet and conversing professionally via email 	<ul style="list-style-type: none"> Experience of working in a school office Experience of dealing and/or working with young people Direct experience working with school-specific administrative software (such as Bromcom/SIMS, CPOMS, and ClassCharts) for data entry, communication, and reporting. Experience liaising with external service providers, (eg recruitment agencies), including basic cost-comparison or rate negotiation. 	<ul style="list-style-type: none"> References Application Interview tasks
Knowledge, skills and abilities		
<ul style="list-style-type: none"> Excellent interpersonal and organisational skills Committed & hard-working Able to use own initiative when required Calm disposition able to cope with conflicting demands, deadlines and interruptions Strong attention to detail and be able to perform to a high level of accuracy Strong digital literacy and data accuracy; ability to confidently input, manage, and extract data using spreadsheets (e.g., Google Sheets, Excel) and school Management Information Systems. Ability to maintain confidentiality at all times De-escalation and active listening skills; the ability to handle parent queries, sensitive feedback, or complaints calmly, professionally, and in line with school policies Excellent written and verbal communication skills, with the ability to adapt tone for parents, staff, and external visitors. Knowledge and understanding of the school's ethos, vision and general policies An understanding and willingness to reflect and review own performance Ability to plan, organise, review and adapt 	Knowledge of: <ul style="list-style-type: none"> School MIS systems School applications such as classcharts/ CPOMS for safeguarding 	<ul style="list-style-type: none"> Application Interview



Personal qualities		
<ul style="list-style-type: none">• Positive, energetic, enthusiastic and resilient, thrives on challenge• A caring, compassionate and supportive attitude towards all children and a commitment towards meeting the needs of children of all abilities• Commitment to personal and professional development• Commitment to whole school improvement• High expectations and professionalism• Willingness to undertake appropriate training• Committed to inclusion and equal opportunities for all• Ability to work effectively and flexibility both independently and as part of a team and meet deadlines	<ul style="list-style-type: none">• A good understanding of work life balance and how to achieve this	<ul style="list-style-type: none">• Interview• Application• References
Other		
<ul style="list-style-type: none">• Willingness to act as the school's Lead First Aider, taking proactive responsibility for administering first aid, coordinating emergency medical responses, and auditing medical supplies.• Able to relate well to people• Excellent attendance and timekeeping record• Sense of humour		<ul style="list-style-type: none">• Application• Interview