

## Job Description

### School Administration Assistant, Reception

(JDPS subject to review under BCC Equal Pay Programme)

Job Details	
<b>Grade</b>	Grade A, subject to evaluation under BCC Equal Pay programme
<b>Job Evaluation Number</b>	TBC
<b>Directorate</b>	Children & Families
<b>Division</b>	Schools

#### 1.0 Job Purposes

This job provides reception and switchboard support whilst maintaining a secure and welcoming environment for the school community. It delivers secretarial and administrative support to the Headteacher and staff, managing communications, records, data entry and documentation. The job coordinates bookings, events and meetings whilst organising resources. Supporting specific school operations as directed by leadership.

#### 2.0 Key Responsibilities (WHAT DO WE EXPECT THIS ROLE TO ACHIEVE)

##### Reception Duties

- Providing reception and telephone switchboard support to the school community and visitors.
- Receiving, signing in and dealing with or directing pupils, parents and carers and other school visitors as appropriate in line with school safeguarding procedures.
- Receiving, responding to and relaying promptly any telephone or other messages to relevant staff members.
- Administering the school's email inbox, meeting expected response times and forwarding emails appropriately as necessary.
- Dealing sensitively with anxious, distressed or impatient callers, whether by telephone or in person.
- Dealing with deliveries, meetings and arrangements with trades people and visitors to the school.

- Assisting staff and pupils with the information and support they need throughout the school day.
- Organising and distributing incoming and outgoing post to appropriate recipients within the school community.
- Maintaining a secure and welcoming environment in reception for members of the school community and visitors.

#### Administration - General

- Providing effective secretarial and administrative support to the Headteacher and other staff members.
- Supporting the production and distribution of online and offline communications to pupils, parents and carers, staff, visitors and Governors.
- Dealing with deliveries, meetings and arrangements with trades people and visitors to the school.
- Assisting staff and pupils with the information and support they need during school operations.
- Providing general non-teaching assistance including reprographics and displays for school use and communication purposes.
- Updating manual and computerised records and information systems to maintain accurate school data.
- Entering and checking data and producing basic reports for school administration and management purposes.
- Managing bookings such as staff training courses and other professional development activities for school personnel.
- Supporting administration and organisation of events and meetings such as staff briefings, meetings, parent and carer events.
- Maintaining and organising office and administration consumables and resources to ensure efficient school operations.
- Completing confidential administrative work as directed, such as preparation of confidential reports or references for staff.
- Providing administrative support for one or more of: school meals, uniform and equipment supplies, trips, visits and events, specific areas of school business as identified by the Headteacher.

#### Special Conditions

Is Safeguarding Check needed?

DBS Enhanced Children

#### Person Specification

## Essential Criteria

Method of Assessment (M.O.A): Application Form; Work Based Exercise; Interview; Qualifications; Presentation

Qualifications	Q	Hold GCSEs or equivalent in English and Maths at grade C/4 or above
Experience	A	Have experience of managing a range of administrative tasks
Skills	A	Be proficient in using Microsoft Office applications and management information systems.
Skills	A, I	Be able to speak an appropriate standard of spoken English -Part 7 of the Immigration Act (2016)
Skills	A, I	Have excellent written and verbal communication abilities for diverse stakeholder interactions.
Skills	A, I	Have good attention to detail and accuracy in data entry and record keeping.
Skills	A	Have good organisational skills to coordinate bookings, events and administrative resources effectively.
Skills	A	Be able to operate standard office equipment including reprographics
Other	I	Have a flexible and adaptable approach to supporting varied school operational needs.
Competency	A, I	Be skilled in maintaining accurate records and managing manual and computerised filing systems.
Competency	I	Be capable of dealing sensitively with anxious , distressed or impatient pupils, parents/carers, visitors and callers.
Competency	W	Be able to prioritise workload and manage competing deadlines with minimal supervision.
Competency	I	Be able to work calmly and professionally under pressure

Competency	I	Be capable of maintaining confidentiality when handling sensitive information and documents.
Knowledge	A, I	Demonstrate understanding of data protection principles and confidentiality requirements in schools.
Knowledge	I	Understand safeguarding procedures and visitor management protocols in educational settings.
Knowledge	A, I	Be familiar with standard office equipment operation including reprographics and basic troubleshooting.
Training	I	Demonstrate a commitment to undertaking ongoing training and professional learning

All staff at BCC understand and are committed to Equal Opportunities employment and service delivery.

As a Disability Confident Committed Employer, we take positive action to ensure people living with a disability or a long-term health condition feel supported, engaged, and able to fulfil their potential in the workplace. People with a disability telling us on their application form they wish to participate in the scheme and who can then demonstrate in their application that they meet the essential criteria for the role will be shortlisted and offered an interview.

## Safeguarding

Everyone has a responsibility to safeguard the welfare of children, young people, and adults at risk, whatever the role of the individual, or Birmingham City Council service or Directorates they work in. Birmingham City Council will work with the appropriate statutory bodies when an investigation into child abuse or a safeguarding adult's investigation is necessary.

The Council is committed to safe recruitment practices and recognises that this fits into an overall corporate approach to safeguarding across a range of functions that need to operate together in order to be effective. This applies to employees, volunteers, work placements, elected members, licencing, school transport arrangements and any other regulated positions.

The Council's safe recruitment process includes pre-employment vetting which involves establishing full employment histories; proof of identity; satisfactory references; health assessment; checks of qualifications; asylum and immigration checks; and criminal record checks with the Disclosure and Barring Service.

The Council's website will contain links to the current versions of safer recruitment policies that are in force.

In line with this, everyone has an overarching responsibility for safeguarding and promoting the welfare of all children/young people and adults in the area.

- Work in a way that prevents and protects service users from abuse;
- To be aware of the signs of abuse or neglect;
- Recognise the signs of abuse and neglect; and
- Record and report any concerns or incidents.

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