

Job Description



For more general information about working at Great Western Academy please refer to the Information for Applicants issued with this job description.

Job Title	Receptionist and Administration Assistant 34.25 hours per week, term time only (including 5 TD days) Hours 8.30am-3.15pm Monday and Friday, 8.30am-4.15pm Tuesday, Wednesday, Thursday
Accountable To	Assistant Business Manager
Job Purpose	To provide outstanding customer service to visitors, parents, students and staff
Salary	NJC Scale Point 4 - 6 £13.05-£13.47ph
Start Date	September 2026 or as soon as possible thereafter

This job description details the responsibilities of the post but does not direct any particular priorities or amount of time to be spent carrying out the duties. It is not prescriptive, nor necessarily a comprehensive definition of the post. As such, it may be subject to amendment, after consultation, to meet the changing needs of the Academy.

Great Western Academy is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and we expect all staff to share this commitment and undergo appropriate checks. All posts within the trust are therefore subject to an enhanced DBS and barred list check.

Main responsibilities

The administrative assistant is responsible for supporting with the administrative and organisational processes within the school. They will also act as the initial point of contact undertaking all aspects of reception duties, including receiving visitors to the school, answering the phones, dealing with queries and taking messages.

Description of duties

Reception duties

- Greet parents/carers, pupils, visitors to the academy and answer queries on the front desk in an efficient and professional manner.
- Answer the telephone in a helpful and professional manner, screening calls and relaying messages in a timely and efficient manner.
- Ensure visitors to the academy are signed in & out in accordance with the safeguarding policies of the academy, with regard to the site security and child protection.
- Ensure confidential, tactful and secure management of sensitive information in accordance with the academy policies and GDPR regulations.
- Deal with student's queries
- Responsible for student lost property
- Book meetings and arrange rooms as required
- Administer First aid as required

Administration Assistant duties

- Assist with managing the school's email inbox, ensuring the school meets its expected response times and emails are forwarded to the relevant staff member as necessary
- Organise and distribute incoming and outgoing post
- Help with receipt of deliveries
- Carry out filing, printing and photocopying. Maintain the operation of the photocopier to ensure it's ready to use at all times, resolving any issues as necessary
- Keep records in accordance with the school's record retention schedule and data protection law, ensuring information security and confidentiality at all times
- Provide administrative support to staff as needed

Other

- Be aware of and comply with policies and procedures relating to child protection, health, safety and security and confidentiality, reporting all concerns to an appropriate person
- Contribute to the overall ethos/work/aims of the academy
- Appreciate and support the role of other professionals
- Attend relevant meetings as required
- Participate in training and other learning activities and performance development as required
- Treat all users of the academy with courtesy and consideration
- Present a positive personal image, contributing to a welcoming academy environment which supports equal opportunities for all
- Comply with health and safety policies and procedures at all times
- Promote and ensure the health and safety of pupils, staff & visitors (in accordance with appropriate health & safety legislation) at all times

Person Specification
Receptionist and Administration Assistant

	Essential	Desirable	Assessment
<u>Qualifications</u>			
Good qualifications at GCSE (or higher) including C/4 in English and Maths	✓		Application
First Aid qualification/willing to undertake training	✓		Application
Evidence of recent professional development		✓	Interview
<u>Experience</u>			
Knowledge and experience of reception/administration environment	✓		Application
Experience of working in a school, academy or college		✓	Application
Evidence of successful team working	✓		Application / Interview
Experience of using IT packages in a professional environment e.g. Microsoft Excel and Word	✓		Application / Interview
<u>Knowledge and Understanding</u>			
Good knowledge of the current educational landscape		✓	Interview
Sound knowledge and understanding of the importance of safeguarding	✓		Interview / Reference
Willingness to learn or train to develop knowledge and understanding further		✓	Interview
<u>Personal Qualities</u>			
Ability to build and maintain quality relationships through effective communication, professional integrity and strong teamwork	✓		Interview
Able to inspire trust and confidence across the whole school community	✓		Interview / Reference
Effective listening, verbal and written communication skills	✓		Interview
Good organisational skills with an ability to prioritise own workload and respond quickly to changing circumstances	✓		Interview
Possess strong personal presence and able to act as a successful ambassador for the Academy	✓		Interview / Reference
Demonstrate enthusiasm and a capacity for sustained hard work with energy, vigour and resilience	✓		Interview / Reference
A good sense of humour	✓		Interview
High levels of integrity, compassion and trust	✓		Interview / Reference