



Part A - Grade & Structure Information

Job Family Code	3BF	Role Title	Office Administrator/ Receptionist
Grade	P3	Reports to (role title)	Office Manager
JE Band	114- 134	School	The Howard Partnership Trust
		Date Role Profile created	February 2022

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. THPT reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs

Provide support on routine administrative activities as a member of the school office team under the direction and guidance of senior staff to enable the school to function efficiently.

Key deliverables include:

- Carry out routine tasks such as photocopying, filing, emailing, completion of routine forms, and administration of school activities, to support the smooth running of the school office;
- Update manual and computerised records/management information systems ensuring accuracy of information held;
- Undertake reception duties, acting as first point of contact in response to telephone and face-to-face enquiries, and ensuring school's security procedures for visitors are properly followed, to provide a courteous welcome to all stakeholders and visitors and promote a positive and professional image of the school;
- Open, sort and distribute incoming mail and post outgoing mail;
- Be the first point of contact for sick pupils, liaising with parents / carers / staff to ensure relevant information is passed on;
- Arrange orderly and secure storage of supplies and support the ordering process as required;
- Assist with pupil first aid/welfare duties.

THPT Work Context and Generic Responsibilities	<ul style="list-style-type: none"> • Maintain confidentiality in and outside of the workplace. • Be pro-active in matters relating to health and safety and report accidents as required. • Support aims and ethos of the school setting a good example in terms of dress, behaviour, punctuality and attendance. • Uphold and support the School's Policies and procedures on the Safeguarding of young people.
Line management responsibility if applicable	N/A
Budget responsibility if applicable	N/A
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Carry out routine tasks such as data input, sorting/distributing mail, photocopying and filing. • Prepare/despach standard documents to achieve efficient and timely turnaround of routine matters. • Follow set procedures to collect and record monies received as appropriate. <p>Service Delivery</p> <ul style="list-style-type: none"> • Carry out administrative and/or support activities to contribute to the smooth running of the work unit. • Receive and respond to basic enquiries, escalating those outside own knowledge, to provide a timely and effective service to others. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Make simple arrangements and bookings under detailed instructions. • Help prepare straightforward materials to assist in the effective organisation of internal/ external activities. <p>Work with others</p> <ul style="list-style-type: none"> • Receive visitors and action basic enquiries in a courteous manner, to promote a positive image of the work unit. <p>Duties for all</p> <ul style="list-style-type: none"> • Values: To uphold the values and behaviours of the organisation. • Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. • Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others. • To have regard to and comply with safeguarding policy and procedure as appropriate.
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Basic numeracy and literacy, with potential for further study where appropriate. • Basic understanding of Health and Safety regulations, procedures and the principles of equality and diversity. • Some knowledge of typical IT packages and basic IT skills.

	<ul style="list-style-type: none"> • Ability to exchange basic information verbally or in writing. • Ability to operate simple office equipment. • Accuracy and ability to organise tasks within a broader routine. • Some prior work experience of a generalist nature.
<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<p>Essential</p> <ul style="list-style-type: none"> • Knowledge of SIMS and FMS or willingness to take training • Ability to work as part of a team • Good organisation skills • Professional telephone manner • Reliable • Ability to remain professional and discreet when dealing with service users, ensuring confidentiality at all times <p>Desirable</p> <ul style="list-style-type: none"> • First Aid trained or willingness to undergo training
<p>Role Summary</p>	<p>Roles at this level typically work as part of a team performing routine administrative duties to support service users and/or other members of their team. They perform a limited range of well-established routines within basic procedures and under regular supervision. They may have a specific focus, for example in personnel or financial systems, but all will be expected to work with the organisation's IT systems, and action basic enquiries and requests. They will be expected to have some previous work experience in order to deal with the work confidently. The work is typically to daily deadlines; some organising of their own workload may be required to ensure that the departmental workflow is maintained, but timescales will be hour-to-hour and day-to-day. The nature of planning in roles at this level is essentially timing and sequencing of assigned tasks to meet deadlines.</p>
<p>Values/Behaviours</p>	<p>We are a values-based organisation and seek to recruit individuals who can demonstrate our values.</p> <p>Our values will be assessed through the selection process, so we ask all applicants when providing their supporting statement to also incorporate not only how they meet the essential criteria for the role but to also demonstrate our values.</p> <p>Our values are:</p> <p>Integrity - displaying honesty and having strong moral principles Partnership - working together and taking collective ownership to achieve the same goals Advocacy - working hard on behalf of others to maximise their success Resilience - finding success again after something difficult or negative has happened Compassion - displaying empathy towards and a desire to help others Aspiration - aiming high to achieve success</p>

Safeguarding & Further Information

The successful candidate will be subject to a satisfactory enhanced disclosure from the Disclosure and Barring Service (DBS).

As well as verification of identity, we ask all successful candidates to undertake an enhanced DBS disclosure. In line with Keeping Children Safe in Education (KCSIE) guidance, we may also conduct an online search about any shortlisted candidates as part of our due diligence to identify any matters that might relate directly to our legal duty to meet safeguarding duties, in accordance with Keeping Children Safe in Education (KCSIE).

The Howard Partnership Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Due to the nature of this role, it will be necessary for the appropriate level of criminal record disclosure to be undertaken. In making your application, it is essential you disclose whether you have any pending charges, convictions, bind-overs or cautions and, if so, for which offences. This post will be exempt from the provisions of Section 4 (2) of the Rehabilitation of Offenders Act 1974. Therefore, applicants are not entitled to withhold information about convictions which for other purposes are 'spent' under the provision of the Act, and, in the event of the employment being taken up; any failure to disclose such convictions will result in dismissal or disciplinary action. The fact that a pending charge, conviction, bind-over or caution has been recorded against you will not necessarily debar you from consideration for this appointment.