



Queen Mary's Grammar School

Headmaster: R J Langton, M A

Job Description and Person Specification

Job Title:	Reception Secretary
Grade / Salary:	NJC SCP 4 – 6: FTE £25,185 - £25,989 Actual salary: £13,510 - £13,942
Hours:	3 days per week 22.5 hours (Mon – Wed, 8:30am – 4:45pm)
Contract:	Permanent, Term Time plus 1 week

Purpose of Job:

The successful applicant will be responsible for:

- Receiving visitors to the school and managing telephone calls
- Providing excellent professional customer service to pupils, parents, staff and visitors
- Dealing with a wide range of general administrative and office duties for the School

Reporting to: Data & Administration Manager

Main Duties and Responsibilities of the Role (in conjunction with another Reception Secretary):

- Receiving visitors and answering enquiries
- Ensure the Reception area remains professional, organised and welcoming to visitors at all times.
- Answering telephone calls and emails
- Electronic gate – answer and let in visitors
- General reception enquiries from pupils / parents / teachers
- Sign-in visitors / contractors / MAT students and issue lanyards
- Act as a key safeguarding gatekeeper by ensuring all visitors, contractors and external agencies comply with the School's safeguarding and visitor procedures
- Be vigilant to safeguarding concerns and report any concerns immediately in accordance with School policy
- Maintain confidentiality and handle sensitive pupil, parent and staff information in accordance with GDPR and School policies.
- Administrative support to Deputy Head and Heads of Year including parents' evening support and administration of the online booking system
- Maintain the school "live" calendar on the website
- Liaise with Form Tutors re pupil absences, phone calls, parental enquiries etc
- Listen to "absence line" and record absences / input on Bromcom
- Monitor and respond to enquiries received through the School's absences account, directing messages to the appropriate member of staff
- Record absence requests due to medical appointments / university visits on Bromcom
- Input sports teams absences on Bromcom
- Registers – check through on Bromcom
- Input lesson registers (from Cover Supervisors)
- Record all pupils in late book and enter onto Bromcom
- Keeping the pupil database (Bromcom) up to date and making routine returns to the LA
- Gathering contact information from parents for Bromcom and data inputting as required
- Updating other information on Bromcom as required, including data entry for Year 7 pupils joining the school

- Biostore and Visitor ID sign-in
- Support emergency procedures including fire evacuations, lockdown procedures and emergency communications as required.
- First port of call for first aid / illness – call first aider and ‘phone home / ambulance if necessary
- Sale of House badges / community awards
- Frank and record post, balance post book, take post to post office daily
- Distribute and open school post as appropriate
- Distribute notices and letters to forms and pupils via register folders
- Order Admin Office stationery
- Update and maintain internal telephone list
- Produce Official Register Report – print and file
- General clerical work, filing and photocopying
- Support the administration with Reception duties during GCSE and A Level results weeks in August

General Responsibilities:

To play a role, under the overall direction of the Headmaster, in:

- creating a School environment with an outstanding care and guidance of, and for, all members of the School community;
- contributing to the overall ethos and high academic achievement of the School;
- supporting outstanding teaching and learning, achievement and behaviour across the School.

This includes:

- being an active member of the School community who is passionate about ensuring an excellent standard of teaching and learning;
- providing a flexible service that adapts to the changing needs of the School community and responds to day-to-day situations as they arise;
- ensuring that a proactive customer service approach is adopted in all tasks undertaken;
- ensuring that the School community has the right information at the right time to enable an excellent service;
- contributing to the ethos of the School by participating in and leading on enrichment activities;
- taking on relevant responsibilities that are both essential or add value to the School community
- being aware and alert to the care of each child in the School, monitoring as appropriate and raising concerns when they appear;
- being a professional role model with a clear understanding of tolerance and the importance of diversity;
- developing positive and collaborative working relationships with, and between staff to provide them with appropriate support and guidance in achieving the school’s priorities and targets;
- attending and participating in meetings, as required;
- regularly reviewing own practice, setting personal objectives and taking responsibility for self-development;
- consistently enhancing knowledge of educational initiatives, information and communications technologies and developments in relation to your role utilising self-directed learning;
- managing own workload and that of others to allow an appropriate work / home life balance;
- attending out-of-school-hours events, as directed by the Headmaster, Line Manager or another member of the Senior Leadership Team;
- undertaking any other professional duties reasonably delegated by the Headmaster, Line Manager or another member of the Senior Leadership Team.

Other requirements:

- to be aware of all Safeguarding and Child Protection updates, as well as the need for data protection compliance at all times;



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- to carry out your responsibilities at all times with due regard to the organisation and arrangements for Health and Safety at Work (including the preparation of Risk Assessments);
- to carry out your duties in line with the School's Policy on Equality and Diversity and be sensitive and caring to the needs of others, promoting a positive approach to a harmonious working environment;

Person Specification:

Personal Qualities and Professional Relationships:

- To have a positive and motivated approach to work;
- To have an excellent customer service approach
- To be able to work in a supportive and patient manner with all pupils and students;
- To be flexible and approachable;
- To be resilient and calm under pressure;
- To have excellent administration and time management skills;
- To proactively engage with pupils and students and have presence in order to maintain excellent standards of behaviour;
- To be able to establish and develop good relationships with all involved in the School community, working well within different teams;
- To demonstrate a flexible approach to work and changing priorities;

Skills:

- To be competent in the use of ICT, specifically SIMS and data entry;
- To have excellent communication skills, both oral and written;
- To have experience of communicating with people at all levels across an organisation.

Operational experience:

- To have experience of working with and supporting young people;
- To have experience of working in a busy Reception;
- To have experience of using management information systems and/or online systems.

Other:

- To have an understanding and willingness to be involved in School enrichment activities;
- To have an understanding of the School environment and priorities for learning.

Queen Mary's Grammar school is committed to safeguarding and promoting the welfare of children and young people/vulnerable adults and expects all staff and volunteers to share this commitment. Safeguarding and Safer Recruitment Policies can be found on our website. This position is subject to appropriate vetting procedures including a criminal record check from the Disclosure and Barring Service (formerly CRB) which will require you to disclose details of all unspent and unfiltered spent reprimands, formal warnings, cautions and convictions as part of the recruitment process.



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