



## JOB DESCRIPTION

**Job title:** Receptionist/ Administrative Assistant, Watlington Primary School

**Team:** School Administration

**Reporting to:** School Office Manager and Headteacher

**Contract:** Term Time only

**Grade:** 5

**Hours/week:** 4 days per week, days to be agreed

**Applications in:** Friday 9<sup>th</sup> January

**Interviews:** Tuesday 13<sup>th</sup> January

**Location:** Watlington Primary School

### MAIN DUTIES AND RESPONSIBILITIES

#### Front of House

- Provide professional reception services, including greeting visitors, managing face-to-face enquiries and signing visitors in and out
- Answer telephone calls, take messages and pass them on promptly to relevant staff
- Handle parental queries and communication courteously and efficiently
- To collaborate with colleagues to ensure effective communication, support and information sharing within the team

#### General Administration

- Process daily registers on the school system and follow up on pupil absences
- Respond to routine correspondence and emails
- Order stock, curriculum resources and maintain inventories
- Receive, check and distribute deliveries
- Manage photocopying requests
- Support with admissions enquiries
- Support the preparation of parents' evenings and school reports
- Organise external sessions including school photographer, school nurses and cycling proficiency training
- Send communications to parents and carers via MCAS
- Update allocated areas of the school website
- Assist with administration of school lettings
- Sort and distribute mail as required

### **Administrative Support**

- Support the school's administrative functions, including paper/electronic filing systems, managing the admin email inbox and maintaining the school diary
- To contribute towards the development and implementation of administrative systems to support efficiency and effectiveness
- Supporting pupils arriving and leaving
- Assist with admissions and leavers processes
- Support school publications and parental communication processes
- Assist with routine lettings administration and external use of premises
- Maintain and distribute school stock and supplies
- Provide first aid and welfare assistance to pupils and contact parents as needed
- Maintain allocated school website pages, including newsletters and key dates
- Manage the shared school calendar and upload all external/parent-led dates

### **Communication with parents**

- Use MCAS as a primary communication system for parents and carers
- Liaise with Aspens catering regarding system updates and relevant communication to parents and carers
- Maintain MCAS for clubs and school trips; chase outstanding payments as required

### **School Trips and Clubs**

- Obtain quotes and book coaches for trips
- Liaise with teachers to set overall trip costs
- Support the organisation and administration of all school trips
- Manage and check trip costing forms; ensure trips are financially balanced
- Cancel or amend coach bookings when changes arise
- Maintain awareness of all whole-school trips to avoid clashes
- Chase outstanding trip payments
- Produce club analysis data as required
- Oversee administrative duties for trips, clubs and parents' evenings

### **General Duties**

- Maintain awareness of all school events to prevent logistical issues or clashes; seek solutions and communicate with staff.
- Manage time effectively to prioritise focus tasks, ensuring accuracy and reducing the risk of error.

### **Data and Records**

- Ensure all pupil records are accurate, up to date and well maintained.
- Model and promote good data-protection practice, including reporting breaches

### **General Duties:**

This job description is illustrative and may vary without changing the character of the job or level of responsibility. Whilst every effort has been made to explain the main duties and responsibilities of the post, the list of responsibilities is not exhaustive.

The post holder must be flexible to ensure the operational needs of the school are met. This includes the undertaking of duties of a similar nature and responsibility as and when required, throughout the various workplaces in the Trust.

The above duties may involve having access to information of a confidential nature, which may be covered by the Data Protection Act or other regulation/legislation. Confidentiality must be maintained at all times.

### **General responsibilities:**

- Comply with, and assist with the development of, Acer Trust policies and procedures relating to safeguarding, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Be aware of and support difference and ensure equal opportunities for all.
- Contribute to the overall ethos/work/aims of the school.
- Establish constructive relationships and communicate with other professionals and agents of organisations where needed
- Participate and engage in training and other learning activities and performance development as required.

The Health and Safety at Work etc. Act 1974 and associated legislation places responsibilities for health and safety on the Trust, as your employer and on you as an employee. In addition to the employer's overall duties, the post holder has personal responsibility for their own health and safety and that of other employees; additional and more specific responsibilities are identified in the Trust's Health and Safety policy.

### **Safeguarding Children and Young People**

Acer Trust is committed to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment and to undergo appropriate checks, including an enhanced DBS check, online checks and references in advance of interview.

# PERSON SPECIFICATION

**Job title:** Receptionist/ Administrative Assistant

**Team:** Office Team

**Reporting to:** School Office Manager and Headteacher

Education and experience	Requirement
Experience providing administrative support in a school or similar office environment	Essential
Experience working in a busy, fast-paced environment with competing priorities	Essential
Experience using administrative or data systems (school MIS experience desirable; Bromcom an advantage)	Desirable
Experience of front-of-house or customer-facing work	Essential
Experience interacting with children in a school or similar setting	Desirable
Ability to manage written communications, including basic proofreading	Essential
Willingness to undertake relevant training as required	Essential
Relevant qualification in business/office administration	Desirable
Knowledge and skills	Requirement
A good understanding of the impact of administrative functions on a school	Essential
Strong planning, organisational and prioritisation skills	Essential
Good written and verbal communication skills	Essential
Excellent attention to detail	Essential
Strong interpersonal skills	Essential
Ability to analyse and interpret data	Essential
Strong IT skills and ability to quickly learn new systems	Essential
Personal characteristics	Requirement
Enthusiastic, collaborative, proactive and empathetic	Essential
Creative problem solver, able to work under pressure and prioritise	Essential
Committed to acting with integrity, honesty and fairness, to safeguard the assets, financial probity and reputation of the school	Essential
Committed to the vision and values of the school and Acer Trust	Essential
Flexible and adaptable, and willing to learn new skills	Essential
Professional, diplomatic and discreet	Essential