



St Gabriel
the Archangel

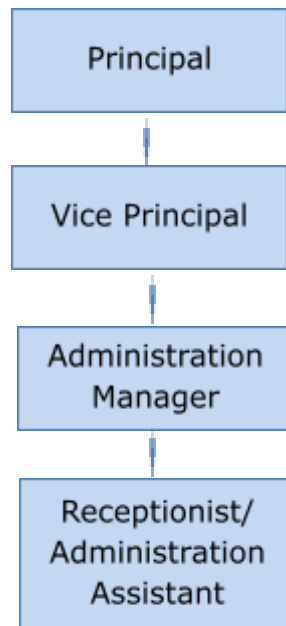
Catholic Multi-Academy Trust

RECEPTIONIST/ADMINISTRATIVE ASSISTANT

Job Description

*Forming Christ-centred pilgrims of hope, with kind hearts,
questioning minds, a thirst for knowledge and a hunger for justice.*

St Gabriel the Archangel Catholic Multi-Academy Trust



Job Summary

Provide a warm, welcoming, excellent first impression and maintain a polite, positive attitude to make every visitor feel welcome and valued from the moment they arrive at St Edmund's Catholic Academy.

Handle incoming communication, transferring telephone calls/emails to members of staff, distributing post and other general administrative duties, including documents generated in the Google Suite.

Support external communication/publication using digital technology skills.

Key Responsibilities

Visitors to Academy and school office duties:

- Answer and record calls, deal with messages and enquiries for staff, pupils and Site Manager, either passing them on orally, by email, or, if in writing, distributing to pigeon holes or tutor group folders.
- Welcome and receive visitors and ensure they register on the electronic signing-in system. Issue the correct identifying visitors' badge. Ensure that visitors sign out.
- Sort and distribute incoming mail; prepare outgoing mail (including parcels) and arrange for its despatch and maintain an accurate petty cash system

- Ensure that there are sufficient funds available on the franking machine and check the ink cartridge and supply of labels regularly.
- Store examination papers securely before posting and follow the examination recording procedures.
- Maintain the plasma screen with the most up-to-date information. To monitor the information displayed on an hourly basis and make amendments as appropriate.
- Keep the Academy Reception and Entrance tidy and well organised. Arrange for the prompt removal of deliveries
- To liaise (in the case of Job Share) with the other member of staff to ensure that information is successfully handed over each day
- Access the Academy enquiries email account and forward appropriately to ensure efficient and effective movement of correspondence.
- Support the Administration Team processing requests on the Business Support Helpdesk including generating documents and sheets using the Google Suite.

Responsibility for matters relating to pupils/students:

- Support the Data Manager by populating electronic pupil/student information and with populating ARBOR with pupil information taken from data collection sheets
- Word processing any documents that may be required by the Principal's PA/Office Manager or Admin Team, duplicating, shredding, copying and sending faxes and e-mails. Produce labels for LT Secretary & Principal's PA
- To support colleagues on bus duty in the event of late buses, liaising with transport agencies
- Use ARBOR and be familiar with its applications and support the generation of Arbor Reports.
- Print out copies of timetables, form lists, labels, grids and set lists for general use
- To act as a qualified person for the administration of First Aid within the Academy
- To carry out any other duties commensurate with the grading of the post.
- Send text to parents relating to detentions, meal vouchers, purchasing of stationery packs

General

- To attend relevant meetings and courses to update areas of job role
- To undertake such other duties as may be determined from time to time within the general scope of the post.

In addition to the ability to perform the duties of the post, issues relating to Safeguarding and promoting the welfare of children will need to be demonstrated these will include:

- **Motivation to work with children and young people.**
- **Ability to form and maintain appropriate relationships and personal boundaries with children and young people.**
- **Adopt and promote "Don't Walk On By" policy and comply with all safeguarding requirements**
- **Emotional resilience in working with challenging behaviours**
- **Attitudes to use of authority and maintaining discipline.**

Safeguarding Commitment

St Gabriel the Archangel Catholic Multi-Academy Trust is fully committed to safeguarding and promoting the welfare of children and young people. The Trust expects all staff and volunteers to share this commitment and comply with safer recruitment procedures, including an enhanced DBS check and Children’s Barring List check.

Signed	
Dated	

Person Specification

E = essential

D = desirable

Qualifications	
Qualified First Aid	E
ICT qualification	E
Administrative skills including experience of using the Googe Suite	E
NVQ Qualification/ ECDL qualification	D
Experience	
Working with the general public	E
Experience of administering basic first aid	E
Carrying out administrative duties including updating spreadsheets and documents	E
Wanting young people to succeed	D
Working within a secondary school setting	D
Personal Attributes	
Builds personal relationships with stakeholders, through regular contact and consultation	E
Values the diversity of individuals, adaptable approach to meet individual needs and effectively utilise the diversity of team members	E

Works with others to resolve differences of opinion and resolve conflict	E
Requires minimum supervision	E
Takes quick and effective action	E
Ability to keep calm at all times, even under pressure	E
Of smart, personable appearance	E
Demonstrates focused implementation of role and responsibilities	E

COMPETENCIES ESSENTIAL TO BASIC PERFORMANCE OF THE ROLE	
Post Reference: A001	Post Title -Receptionist/Administrative Assistant
Commitment & Motivation	
• Displays energy and enthusiasm and has a positive attitude towards work, demonstrating commitment to achieving individual and Academy goals • Prioritises own workload • Takes personal responsibility whilst demonstrating willingness to complete the task to a high standard • Actively participates in learning opportunities and applies learning to develop own practice • Effectively liaises with people showing a willingness to give and receive constructive feedback • Responds positively to feedback and incorporates this into working practice • Keeps to date with relevant information and initiatives	
Problem Solving & Decision Making	
• Works to general instruction using initiative to make routine decisions within guidelines, with the ability to challenge where appropriate and relevant • Escalates decisions outside own area of responsibility • Gathers relevant information to assist good decision making • Offers ideas on how things could be done differently • Makes assessment on potential escalation concerns from visitors and sign posts accordingly	
Planning & Organisation	
• Organises and manages own tasks and work time effectively • Implements operational plans for own areas of responsibility under guidance • Provides feedback to inform planning • Prepares resources including where appropriate relevant ICT • Prepares for a specific activity taking account of varying needs and abilities of stakeholders	
Finance & Resource Management	
• Maybe responsible for processing cash/cheques/invoices. • Receive & record financial transactions	

Implementing Change
• Contributes constructively to support change in own area of work with a view to improving performance • Uses initiative and knowledge to implement given tasks or plans. • Identifies and makes recommendations for improving performance in their own area of work • Approaches change in a positive, flexible and enthusiastic manner
Managing Objectives
• Has a good understanding of own role and carries out task effectively, within deadline, fulfilling short term goals of the team • Provides agreed feedback of effectiveness and progress • Recognises the values, learning styles, management styles and ethos of the Academy
Raising Standards
• Maintains consistent performance • Remains focused on delivering results • Takes responsibility for the quality of own work and keeps manager informed of how the work is progressing
Customer Focus
• Demonstrates willingness to help and support pupils and internal/external visitors • Demonstrates and promotes the positive values, attitudes and behaviours expected to promote positive relationships • Contributes to the safeguarding and welfare of pupils • Adopts a pleasant, helpful and professional manner • Delivers results in a timely manner • Understand the reasons for Health & Safety within own area and works in a manner which does not compromise their own H&S or that of anyone affected by their work
Communication
• Communication of straightforward information within familiar situations, with sensitivity and confidentiality • Communicates effectively either verbally or in writing. • Selects most appropriate method to meet the needs audience including those with complex communication and interaction needs • Shares information with relevant parties in a timely manner • Responds effectively to queries and provides accurate information, knowing when to refer • Completion of standard proformas
Impact & Influence
• Understands the impact of own behaviour on others. • Interacts positively within a team and will challenge inappropriate behaviour where appropriate. • Develops personal networks and builds positive relationships. • Discusses own needs and listens sensitively to the needs of others • Shares appropriate information and knowledge with other in an open and honest manner • Maintains confidentiality within appropriate boundaries.
Team Working
• Follows agreed instructions and takes personal responsibility and ownership for own actions, performance and delivery • Shows willingness and ability to work cooperatively with a range of stakeholders

- Contributes to dialogue regarding aims and objectives
- Provides effective support to colleagues, responds well to guidance

Qualifications & Skills

- Regular use of specialised software – SIMS, PS Financials etc.
- NVQ 2 or equivalent

Commitment & Motivation

- Displays energy and enthusiasm and has a positive attitude towards work, demonstrating commitment to achieving individual and Academy goals
- Prioritises own workload
- Takes personal responsibility whilst demonstrating willingness to complete the task to a high standard
- Actively participates in learning opportunities and applies learning to develop own practice
- Effectively liaises with people showing a willingness to give and receive constructive feedback
- Responds positively to feedback and incorporates this into working practice
- Keeps to date with relevant information and initiatives