

BEACON ACADEMY

SUPPORT STAFF JOB DESCRIPTION

POST TITLE: Receptionist

GRADE/SPINAL COLUMN POINT: SCP 3

REPORTS TO: Administration Manager

1. PURPOSE OF JOB:

To provide clerical, administrative and routine financial support to underpin teaching, learning and school management.

2. MAIN RESPONSIBILITIES:

Perform reception and telephone duties to provide courteous advice, information and help to staff, pupils, parents and the general public.

Provide routine secretarial service e.g. confidential typing, arrange diary, provide refreshment, prepare routine draft agendas and take minutes to support effective management and decision making.

Undertake document and report preparation, storage, format, retrieval, amendment and transmission using IT skills and a range of technology to support information processing and communication.

Undertake order processing and resolve routine issues that arise to ensure that stock levels are maintained, non-routine items are procured and invoices are checked and passed on for authorisation.

Undertake cash collection duties and maintains appropriate records to ensure all cash is accounted for, balanced, recorded and routine anomalies resolved.

Develop simple manual and electronic indexes, filing and information storage and retrieval systems to record, process and report information.

Process, format and assemble documents records, information and data. Manipulate information and undertakes routine analysis to produce routine reports.

Issue and collect attendance registers and processes attendance returns. Resolves issues that arise to ensure that information and reporting is accurate and areas of concern are reported.

Assists in arranging schools trips, check venue and transport availability, makes and confirms booking, collects and records contributions.

Collates routine information for reviews from a number of sources, within the school and from outside the school to a specific deadline.

Provide basic administrative support to school governing bodies and committees and school support groups.

Observes and oversees pupils suffering minor injuries or ailments and take appropriate action.

Assists with checking and compiling reports, returns and inventory to comply with statutory requirements related to staff attendance and remuneration, sites and buildings and pupil related issues.

Monitors children's and young people's general conduct and behaviour throughout the school and intervene to resolve routine issues using appropriate techniques and skills to restore a safe and calm atmosphere conducive to learning and ensure the safety and wellbeing of pupils, staff and visitors.

For serious issues, where appropriated, advises children and young people of their responsibilities and the possible consequences of their actions. Engages immediate assistance from qualified colleagues and supports them to restore a safe and calm atmosphere conducive to learning and ensure the safety and wellbeing of pupils, staff and visitors.

For very serious incidents engages immediate assistance from senior colleagues or in extreme cases the emergency services to provide an appropriate response to restore a safe and calm atmosphere conducive to learning and ensure the safety and wellbeing of pupils, staff and visitors.

3. SUPERVISION / MANAGEMENT OF PEOPLE

The postholder has no responsibility for supervision but will assist in the familiarisation of work duties to other colleagues.

4. CREATIVITY AND INNOVATION

The postholder will be required to use judgement when determining the most appropriate action from a range of alternative options, deciding the order in which duties are undertaken and when to involve senior staff.

5. CONTACTS AND RELATIONSHIPS

All school staff to discuss work issues and determine priorities.

Visitors and pupils to provide advice, information, instruction and resolve issues that arise.

Daily contacts with Head Teacher/ Business Manager/Headteacher's PA and other teaching or non-teaching staff to determine priorities and highlight areas of concern.

Contacts with pupils and parents in matters relating to educational records or enquiries.

Goods and services suppliers to resolve routine issues that arise related to purchase, delivery and pricing.

6. DECISIONS

Discretion – Decisions are within well defined procedure, policy, protocols and practice the postholder will be required to use initiative and discretion to resolve problems that arise. Direction is readily available from the line manager or other professional or senior staff.

Consequences – matters relating to the postholder's discretion would be readily identified and amended if necessary.

7. WORK ENVIRONMENT

Divided into 4 sub-categories as follows:-

Work Demands – Able to choose between a range of similar options to achieve routine planned objectives and deadlines.

Physical Demands – The work requires normal physical effort

Working Conditions – The postholder will normally work in an office but may occasionally be required to visit locations throughout the school.

Work Context – The job requires direct contact with parents, pupils and visitors to the school

8. KNOWLEDGE AND SKILLS

Good communication and inter-personal skills with a broad range of people.

Ability to use tact and courtesy with staff, pupils and visitors to the school.

Ability to use a full range of office equipment and information processing technology to produce, amend and update information and documents, correspondence and reports.

Ability to produce and amend complex word-processed documents.

Developed keyboard and IT skills

Good literacy and numeracy skills.

Ability to represent and celebrate the values, culture and ethos of the school.

Knowledge of relevant policies, codes of practice and awareness of relevant legislation

Understanding of the Trust's relevant procedures and policies.

Ability to process orders and resolve routine issues that arise.

Ability to collect balance and record cash transactions and an awareness of the related financial processes.

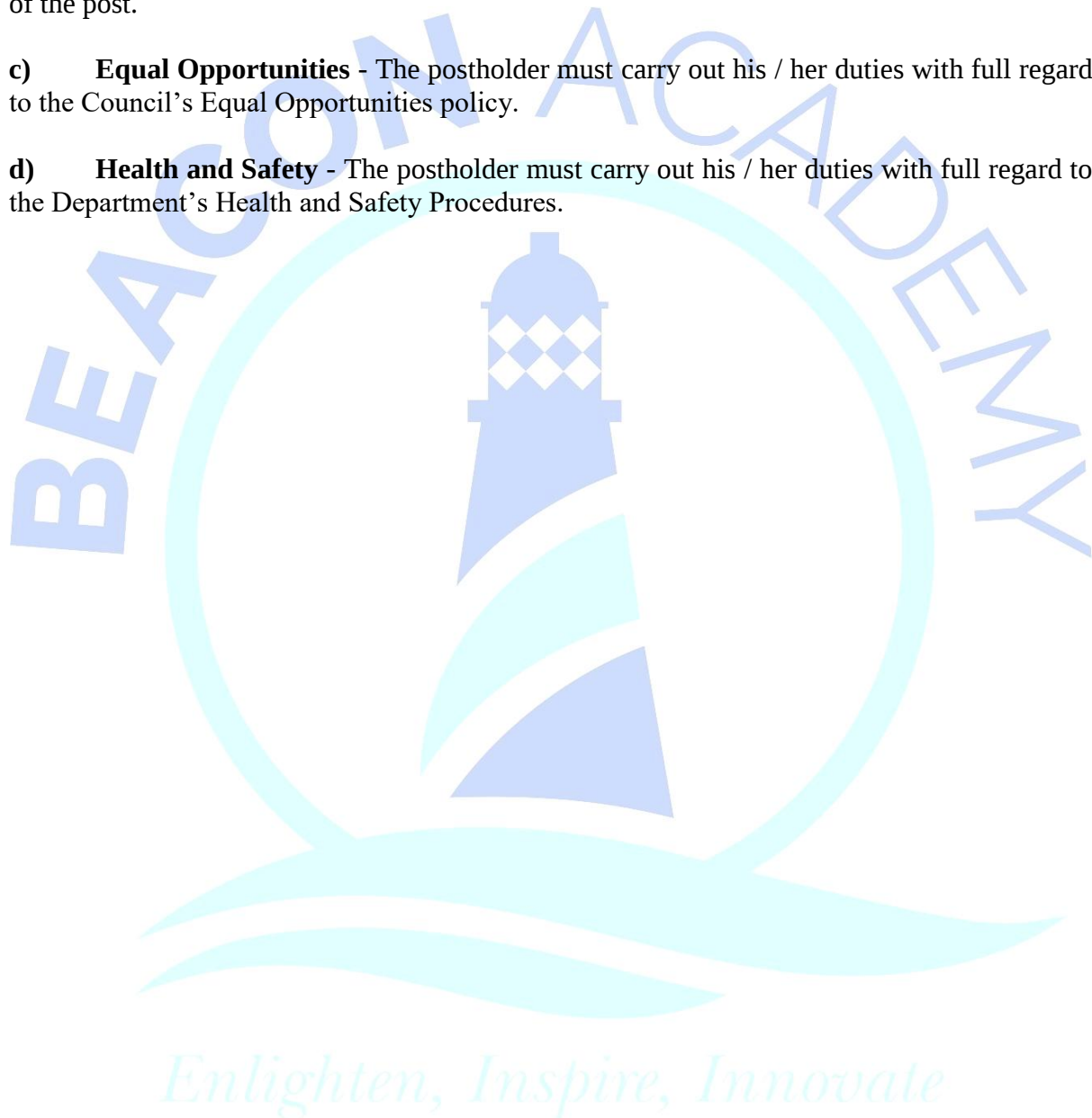
9. GENERAL

a) **Job Evaluation** - This job description has been set out in such a way as to allow for job evaluation using the GLPC Scheme as adopted by the North East Lincolnshire Council.

b) **Other Duties** - The duties and responsibilities in this job description are not restrictive and the postholder may be required to undertake any other duties which may be required from time to time. Any such duties should not however substantially change the general character of the post.

c) **Equal Opportunities** - The postholder must carry out his / her duties with full regard to the Council's Equal Opportunities policy.

d) **Health and Safety** - The postholder must carry out his / her duties with full regard to the Department's Health and Safety Procedures.



PERSON SPECIFICATION:

Section	Information	Essential / Desirable	How Identified
Education and Training			
	Excellent numeracy / literacy /ICT skills (IT skills including spreadsheets, databases, Management Information Systems)	E	A
	Minimum of 3 GCSE or equivalent Level 2 qualification including Maths and English.	E	A
	Basic First Aid Certificate	E	A
Experience			
	Relevant policies, codes of practice and legislation including safeguarding and attendance linked to education	D	A/I
	Experience of maintaining office resources	D	A/I
	Experience of providing first point of contact services	E	A/I
	Experience of supporting staff with a wide range of administrative services	D	A/I
Skills and Abilities			
	Accurate keyboard skills and excellent working knowledge of Microsoft Office applications	E	A/I/T
	Able to communicate effectively and accurately, verbally, in writing, on the telephone and face to face	E	A/I/T
	Ability to maintain confidentiality	E	A/I/T
	Ability to organise and prioritise work, use own initiative and work as part of a team	E	A/I/T
	Customer orientated	E	A/I/T
	Able to solve problems and create innovative solutions.	E	A/I/T
	Excellent organisation and administrative skills with the ability to work effectively to deadlines and meet targets	E	A/I/T
	Deal sensitively with people and resolve conflicts	E	A/I/T
	Ability to follow instructions and comply with appropriate policies and procedures	E	A/I/T

	Ability to operate in a challenging environment	E	A/I/T
	Be an ambassador to all visitors.	E	A/I/T
Additional Requirements			
	Operate with the highest standards of personal/professional conduct and integrity	E	A/I
	Willing to work flexibly in accordance with policies and procedures to meet the operational needs of the Trust.	E	A/I
	Willing to undertake training and continuous professional development in connection with the post.	E	A/I
	Work in accordance with the Trust's values and behaviours.	E	A/I
	Able to undertake any travel in connection with the post.	E	A/I
	Able to demonstrate sound understanding of equality/diversity in the workplace and services provided especially in the access to delivery of the education of pupils and of own non-discriminatory practice and attitude	E	A/I
	Satisfactory Enhanced DBS disclosure to work in an environment dealing with young people	E	A/I
	Ability to form and maintain appropriate relationships and personal boundaries with children, young people and vulnerable adults	E	A/I
	A commitment to safeguarding and promoting welfare for all	E	A/I

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