



ADMINISTRATIVE ASSISTANT/RECEPTIONIST

Responsible to:	Office Manager
Grade:	L3 SCP6
Hours of Work:	Monday to Friday (27 hrs/week)
Weeks per year:	39 weeks (including 5 training days)

PURPOSE OF POST:

To undertake a range of administrative, clerical and receptionist duties that supports the provision of high-quality administrative services to the school.

ORGANISATION CHART:



PRINCIPAL RESPONSIBILITIES:

1. Maintain and implement the processes and systems within reception that underpin the school's administration.
2. Operate the school's telephone system, dealing with general enquiries and routing calls as appropriate.
3. Maintain pupil data on School Information Management System in order to produce statutory returns e.g. School Census and produce reports/data as required.
4. Maintain computerised systems for pupil data, admissions and attendance, produce all reports and management information as required. In relation to pupil absence - make contact with parents on issues on non-attendance. Liaise with Education Welfare/Inclusion Support Worker/Teachers as necessary.
5. Serve as the first point of contact for individuals visiting the school for any reason, maintaining appropriate sign-in logs and issuing visitor badges as required.
6. Deal with all general administrative emails and distribute messages as appropriate.
7. Coordinate the pupil attendance data and procedures from first call absence response to coding registers accordingly.
8. Assisting teachers with the booking of school trips, liaising with venue, booking transport and organising payment from parents via Bromcom.
9. To produce the breakfast and after school club report and send it to teachers daily, make sure parents have made payments for sessions booked.

10. Undertake tasks that support Assessment, Recording and Reporting and Data to include assisting teaching staff with pupil records, admissions, chasing absences, arranging appointments and contacting parents as required.
11. Assist teaching staff by producing letters, correspondence to parents, filing and general clerical duties as required.
12. Respond to queries from pupils, parents and colleagues as appropriate.
13. Organise hospitality for visitors to the school as required and provide support for organisers of parents evening and other school activities.
14. Managing the stock control of the all school stationary.
15. Assisting with first-aid incidents as and when they arise
16. Any other ad hoc duties requested by the line manager.

Generic Responsibilities of all staff

- 1 To consistently uphold the school's aims and strive to attain school targets.
- 2 To work in a co-operative and polite manner with all stakeholders and visitors to promote and enhance the reputation of the school.
- 3 To work with pupils within the framework of the school in courteous, positive, caring and responsive manner.
- 4 To take an active and positive role in the school's commitment to the development of staff and review procedures.
- 5 To seek constantly to improve the quality of the school's provision.
- 6 To present oneself in a professional way that is consistent with the values and expectations to the school.
- 7 To be responsible for promoting and safeguarding the welfare of children and young persons.

The Chiltern Learning Trust are committed to working in wider partnership which will promote wellbeing outcomes for young people.

All personnel may be required to work across all schools by agreement with the Executive Principal.

We will consider any reasonable adjustments under the terms of the Disability Discrimination Act (1995), to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post.

The Job-holder will ensure that the Chiltern Learning Trust's policies are reflected in all aspects of his/her work, in particular those relating to; Equal Opportunities, Health and Safety, Data Protection Act (1984, 1998)

Safeguarding Children

CONTEXT:

Because of the nature of this job, it will be necessary for the appropriate level of criminal record disclosure to be undertaken. Therefore, it is essential in making your application you disclose whether you have any pending charges, convictions, bindovers 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 1974 (Exemptions) (Amendments) Order 1986. 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 by the Authority. 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.

Disclosures are handled in accordance with the DBS Code of Practice which can be accessed from direct.gov.uk

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'The School is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment. Applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service'.

ADMINISTRATIVE ASSISTANT/RECEPTIONIST

This acts as selection criteria and gives an outline of the types of person and the characteristics required to do the job.

Essential (E):- without which candidate would be rejected

Desirable (D):- useful for choosing between two good candidates.

Please make sure, when completing your application form, you give <u>clear examples</u> of how you meet the <u>essential and desirable</u> criteria.				
Attributes	Essential	How Measured	Desirable	How Measured
Experience	<p>Demonstrable clerical or administrative experience.</p> <p>Demonstrable experience in the use of IT i.e. spreadsheets and database packages.</p> <p>Experience of using photocopiers.</p> <p>Demonstrable customer service experience in a position dealing with the public.</p>	<p>1,2</p> <p>1,2,5</p> <p>1,2</p> <p>1,2</p>	<p>Some experience of Microsoft Office, including Word.</p>	<p>1,2</p>
Skills/Abilities	<p>Able to develop constructive working relationships with colleagues, pupils and senior managers.</p> <p>Able to helpfully deal with and give accurate information to visitors, colleagues, parents, pupils, etc.</p> <p>Able to organise workload to meet conflicting demands and deadlines.</p> <p>Able to write straightforward reports, read and comprehend written information that may not be straightforward.</p> <p>High level of literacy and numeracy skills – able to write straightforward letters and read and comprehend instructions.</p> <p>Able to maintain accuracy and attention to detail in written work and in record keeping, both hardcopy and electronic.</p>	<p>1,2</p> <p>1,2</p> <p>1,2</p> <p>1,2,5</p> <p>1,2,5</p> <p>1,2,5</p>		

Equality Issues	Able to recognise some forms of discrimination which commonly exist.	1,2		
Specialist Knowledge	Knowledge of IT applications (eg. spreadsheets, database Some knowledge of SIMS software.	1,2		
Education and Training	GCSE Maths and English grade C or above or equivalent	1,2		
Other Requirements	Willing to undertake training and development activities. Willing to undertake first aid training and apply this in school. Willingness to adjust working arrangements to suit the changing needs and demands of the school. Willing to provide hospitality for meetings and school events.	1,2 1,2 1,2 1,2		

(1 = Application Form 2 = Interview 3 = Test 4 = Proof of Qualification 5 = Practical Exercise)

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- (i) Equal Opportunities
- (ii) Health and Safety
- (iii) Data Protection Act (1984 & 1998).