

Receptionist/Admin Assistant

Responsible to: Office Manager

Grade: L2

Hours of Work: 25 hours per week / 39 weeks per year

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:

- To market and promote a positive image of the school in all dealings with parents, students and other external contacts.
- To serve as the first point of contact for all individuals visiting the school, ensuring safeguarding protocols are met and appropriate lanyards are issued as required.
- To ensure the safety and security of the school site is maintained at all times, using the premises controlled systems in place.
- To manage all queries received, in a timely and professional manner including:
 - telephone,
 - email,
 - contacting parents on confidential and routine matters,
 - distributing relevant information to staff, students and parents,
- Receive, sort and distribute all packages, deliveries and mail.
- To ensure the reception area is kept tidy, clear and welcoming.
- To assist in all school communications via Bromcom, Parentmail & Class Dojo.
- To manage all room bookings and liaise with site staff as required
- To accurately record daily/weekly dinner choices for all pupils, liaising closely with kitchen staff and parents
- To follow up on any discrepancies and/or missing information regarding dinner registers
- To maintain and update school information and records systems both computerised and manual, with due regard for data protection and confidentiality.
- To support the Teaching staff with all administrative tasks as directed including word processing and filing.
- To provide support for the organisation of Information Events, Parent Evenings and

other school activities as directed.

- To provide hospitality for visitors to the school as required.
- Coordinate school nurse visits and medical appointments, managing vaccination schedules, maintaining necessary documentation, and advising parents as needed
- Manage arrangements for school photographs, including liaising with the photography company, coordinating schedules within the school, and communicating details to parents.
- Provide administrative support for school trips and educational visits, including collecting permission forms and proactively chasing parents for payments.
- Provide administrative support for the Honey Bees wrap-around care club.
- Undertake IT or other training as necessary to operate school systems effectively and ensure school procedures are adhered to.
- Any other duties as requested by the Line Manager

To consistently uphold the school's aims and strive to

1. 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 students 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 is 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 Chief Executive.

DIMENSIONS:

Supervisory Management: N/A

Financial Resources: N/A

Physical Resources: Office equipment, the telephone system, the security system and supplies.

Safeguarding Children

CONTEXT:

All support staff are part of a whole school team. They are required to support the values and ethos of the school and school priorities as defined in the School Improvement Plan. This will mean focussing on the needs of colleagues, parents and pupils and being flexible in a busy pressurised environment.

Because of the nature of this job, it will be necessary for an enhanced DBS check to be undertaken. This post is exempt from the Rehabilitation of Offenders Act 1974 and therefore applicants are required to declare all unspent cautions and convictions; and also any adult

cautions (simple or conditional), and spent convictions that are not protected as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2020).

A person's criminal record will not in itself prevent a person from being appointed to this post. Applicants will not be refused posts because of offences, which are not relevant to, and do not place them at or make them a risk in, the role for which they are applying. However, in the event of the employment being taken up, any failure to disclose such offence, as detailed above, will result in dismissal or disciplinary action by the Trust.

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. 'CVs will not be accepted for any posts based in schools.

PERSON SPECIFICATION - 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 essential and desirable criteria.				
Attributes	Essential	How Measured	Desirable	How Measured
Experience	Demonstrable clerical or administrative experience.	1,2	Previous Receptionist experience	1,2
	Demonstrable experience in the use of IT i.e. spreadsheets and database packages.	1,2,5	Previous experience of working in a school	1,2
	Experience of using photocopiers.	1,2		
	Demonstrable customer service experience in a position dealing with the public.	1,2		
Skills/Abilities	Able to develop constructive working relationships with colleagues, pupils and senior managers.	1,2	Experience of Google Suite and Microsoft office	1,2,5
	Able to helpfully deal with and give accurate information to visitors, colleagues, parents, pupils, etc.	1,2		
	Able to organise workload to meet conflicting demands and deadlines.	1,2		
	High level of literacy and numeracy skills	1,2		
	Able to write straightforward letters and read and comprehend instructions	1,2,5		

	Able to maintain accuracy and attention to detail in written work and in record keeping, both hardcopy and electronic. Able to converse with ease with members of the public and provide effective help or advice in accurate and fluent spoken English. Able to work independently and as part of a team	1,2,5 1,2,5 1,2		
Equality Issues	Able to recognise some forms of discrimination which commonly exist.	1,2		
Specialist Knowledge	Knowledge of IT applications (e.g. spreadsheets, databases, google documents)	1,2	Knowledge of Bromcom software or similar MIS systems.	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. 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 = Application Form 2 = Interview 3 = Test 4 = Proof of Qualification 5 = Practical Exercise)

We will consider any reasonable adjustments under the terms of the Equality Act (2010), to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post.

The Jobholder will ensure that the Trust policies are reflected in all aspects of his/her work, in particular those relating to:

- i. Equal Opportunities
- ii. Health and Safety
- iii. General Data Protection Act (2018)
- iv. Code of Conduct