



HORNCHURCH

HIGH SCHOOL

EXCELLENCE FOR ALL

Job Profile - Receptionist/Administrative Support

POSITION: Receptionist/Administrative Support

SCALE: APT&C Scale 3, point 5-6 (pro rata)

HOURS & PAY: 36 Hours per week (8:15am-4:00pm) term time (Including inset days and twilights) + 1 Week

Purpose

To support the effective and efficient working of Hornchurch High School reception and administration office. To provide a welcoming and professional point of contact for parents and visitors, ensuring communication channels are effective. To provide administrative support to the whole of Hornchurch High School.

Roles and Responsibilities

- To work under the direction of the School Business Leader.
- To staff reception during the school day, ensuring high customer service standards for visitors, parents/carers, contractors, and other stakeholders and ensuring all visitors are registered to be in the school and are given safeguarding information.
- To ensure that all switchboard calls and inbound emails/letters are responded to with queries answered or forwarded/escalated as appropriate and in a professional manner.
- To support pastoral teams in making calls and arranging appointments with parents/carers
- To support the delivery of all aspects of the administrative function of Hornchurch High School, including but not limited to:
 - Using word processing equipment to prepare, layout, print and dispatch documents including letters, memos, reports and forms
 - Contributing to the organisation and arrangements of events – which may include training courses, meetings, assemblies, festivals and concerts. This may include the provision of materials, equipment, invitations, publicity, refreshments and so on
 - To use Bromcom to update all data and create reports when appropriate
 - To coordinate and collate supplies, stock and ordering for school resources
 - To receive, record and process incoming payments for school trips and activities
 - To assist parents where necessary with the school's cashless system (MCAS) and chase payments and debts
 - To create and manage payment items on MCAS
 - To maintain the whole school calendar
 - To support teachers in the preparation of resources
 - To complete administrative and organisational aspects of trips and events, including careers.
 - To assist staff with the co-ordination of Transition and Engagement events, including Y6 transition



Partnership Learning

01708 691441

admin@hornchurchhigh.com

www.hornchurchhigh.com

Hornchurch High School, Broadstone Road, Hornchurch, Essex RM12 4AJ



Home to Hylands Tennis Club



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- To work in accordance with the values, culture, ethos, equalities and inclusion policies of the school
- To take appropriate action to identify, evaluate and minimise any risks to health, safety and security in the immediate working environment
- To be emergency first aid trained and assist with first aid to students / colleagues as required
- To complete school based induction and any subsequent training required
- To take part in the school performance management system

The above duties are neither exclusive nor exhaustive and the post holder may be required to carry out such other appropriate duties as may be required by the Headteacher within the grading level of the post and the competence of the post holder.

Commitments

All staff must be fully committed to:

- The highest possible expectations of all students;
- Equity, diversity, inclusion and social justice;
- Safeguarding and promoting the welfare of children;
- Their own professional and personal development.

All staff are responsible for promoting and safeguarding the welfare of students by always ensuring compliance with the school's Safeguarding and Child Protection Policy. All staff must report any actual or potential risks to the safety or welfare of students to the Designated Safeguarding Lead. This document summarises the main responsibilities of the post.



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Person Profile

Skills and Abilities	Essential	Desirable	Assessed By
Ability to exchange information clearly and articulately, both written and verbally.	✓		Application & Interview
Ability to work constructively as part of a team, understanding roles and responsibilities of your own position within these.	✓		Application & Interview
A positive approach to work, based on finding solutions to any given problem.	✓		Application & Interview
Ability to work flexibly in support of the school.	✓		Application & Interview
Ability to work calmly under pressure, showing patience, enthusiasm, resilience and kindness.			Application & Interview
Ability to work to with a high degree of accuracy on all tasks set.	✓		Application & Interview
Ability to time manage and prioritise completion of tasks effectively.	✓		Application & Interview
Ability to demonstrate excellent organisational skills, creativity and initiative.	✓		Application & Interview
A commitment to their own personal development and the continuing progress of the school.	✓		Interview
Displays commitment to the protection and safeguarding of children and young people.	✓		Application & Interview
Knowledge			
Understanding of safeguarding.	✓		Interview
Understanding of Health and Safety	✓		Application & Interview
Understanding of Data Protection and confidentiality	✓		Application & Interview
Understanding of School's ethos and values.	✓		Application & Interview
Good working knowledge of ICT systems including Bromcom, and MS Word and Excel.	✓		Application & Interview
Has up-to-date knowledge of relevant legislation and guidance in relation to working with, and the protection of, children and young people	✓		Application & Interview
Qualifications and Experience			
Experience working in a school or similar environment with children		✓	Application & Interview
GCSE In Maths & English or equivalent	✓		Application
Proven experience in administration including the development, management and operation of administration and management systems	✓		Interview

