



Job description – Admin Assistant/ Receptionist

Orion Education is committed to safeguarding and promoting the welfare of young people and expects all staff and volunteers to share this commitment. All offers of employment are subject to an Enhanced DBS check and where applicable, a prohibition from teaching check will be completed for all applicants. Orion Education is fully committed to equality and to valuing diversity as an employer and a provider of education.

Summary of the role:	To improve outcomes, transform lives and enable social mobility <ul style="list-style-type: none">• To live the vision and values and be an ambassador for the school• To support with the administrative and communication processes within the school• To work under the guidance of senior staff
Salary	Salary: NJC Scale 1 points 2-3 Conditions: 40 hours per week, 40 weeks per year, permanent (hours can be flexible) Line led by: Office Manager
Main duties and responsibilities:	MAIN DUTIES AND RESPONSIBILITIES General administration

- Assist with managing the school's email inbox, ensuring the school meets its expected response times and emails are dealt with or forwarded to the relevant staff member as necessary and all communication is recorded on Arbor
- Be a gatekeeper for enquiries by phone
- Provide administrative support to staff as needed
- Carry out filing, when needed. Support with maintaining the archive space
- Keep records in accordance with the school's record retention schedule and data protection law, ensuring information security and confidentiality at all times
- Support with the organisation and running of school events
- Support with displays around the building, ensuring they are professional and in line with school and Trust branding
- Support staff onsite and parents with accessing and issues involving the parent payment systems (WisePay/ Arbor Pay/ Cunninghams)
- Support with the administrative element of the Evolve trips system, supporting staff as required
- Support with the FSM process, supporting parents with applications and supporting with the allocation of the half term vouchers
- Support with cover in First aid as required

Written communication

- Write and send email responses that are professional and uphold the school's vision and values
- Support with the distribution of both online and offline communications (e.g. letters, newsletters, weekly bulletins etc.) to parents, staff and other stakeholders as directed by OM or Head's PA
- Support with the marketing and promoting of the school

- Support with social media, and act as ambassadors across all relevant platforms
- Support with the school website, ensuring it remains up to date and compliant
- Act as Brand ambassadors for the school, ensuring that we are projecting both the school and Trust brand in anything that is shared and published

Reception

- Cover main reception area when required
- Provide outstanding front-line customer service to a parent's staff and visitors who attend Orion Eden Park
- Providing a first point of contact for all incoming communication to ensure that they are dealt with in a timely and professional manner, presenting a positive image of the school that upholds the school's values and ethos
- Interact with all parents, carers, colleagues and visitors to the school, at all levels, with confidence, tact and professionalism
- Ensure safeguarding procedures are followed for all visitors, including obtaining and recording documents and appropriately handling incoming calls and enquiries
- Ensure that all communications are correctly logged and routed to their intended recipient, or an appropriate member of school staff, to ensure a quick and effective communication system.
- Ensure that enquiries are dealt with efficiently, taking the initiative to identify and handle issues that arrive on behalf of the leadership team and others.

Student Reception

- Monitor the pastoral/ behaviour email inbox, ensuring the school meets its expected response times and emails are dealt with or forwarded to the relevant staff member as necessary.
- Be the gatekeeper for all parental enquiries by phone

- Provide administrative support to pastoral staff as needed i.e. Attendance and Admissions
- Act as the first point of contact for all students to the school
- Control student access to the school site in line with the school's safeguarding procedures
- Support with the daily logging of students arriving late to school
- Support with the attendance administration as required
- Monitor the oncall email and relay the emails via radio to staff oncall.

Regraphics

- Carry out printing, photocopying, collating, stapling and binding when needed. Support with maintaining the operation of the printer and photocopier to ensure it is ready to use at all times, resolving any issues as necessary and liaising with engineers when needed
- Monitor the reprographics email account and respond as necessary actioning any requests
- Delivering work to faculties as required
- Dealing with and disposing of confidential waste
- Liaising with the OM regarding stock levels
- Charging printing to the relevant departments using printing codes

Vision and Values

- To undertake such other duties as may be required, commensurate with the level of responsibility of the post
- To engage actively in the performance review process, addressing appraisal targets set in conjunction with the line manager each autumn term
- To participate in training and other professional development learning activities

	<ul style="list-style-type: none">• To promote equal opportunities and celebrate diversity in all aspects of the academy• To play a full part in the life of the academy community, to support its distinctive aim and ethos and to encourage staff and students to follow this example• To support and attend academy events such as Open Evening• To promote actively the academy's corporate policies• To adhere to the Trust's Dress Code• To comply with the academy's Health and Safety policy and undertake risk assessments as appropriate• To be familiar with and promote safeguarding requirements, demonstrating adherence to the DfE Guidance 'Keeping Children Safe in Education' and the academy's Safeguarding/Child Protection policies• To be aware of and comply with all academy and Trust policies and procedures, particularly those relating to conduct, child protection (as above), health, safety and security, confidentiality, and data protection, reporting all concerns to an appropriate person
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Person Specification

Area	Essential	Desirable	Method of assessment
	These are qualities without which the Applicant could not be appointed	These are extra qualities which can be used to choose between applicants who meet all of the essential criteria	Application Certification Interview References
Qualifications	<ul style="list-style-type: none"> • A good standard of education especially in literacy and numeracy • Sound Knowledge of Microsoft software • Knowledge of MIS systems (Arbor) • Basic knowledge of first aid; e.g. emergency first aid course • Knowledge of many of the social issues facing students from disadvantaged backgrounds 		Application Certification
Experience	<ul style="list-style-type: none"> • 3 years' experience of working in a school or similar educational establishment • Experience of meeting with parents/carers formally and informally • Experience in a similar role • Experience of working with young people 	<ul style="list-style-type: none"> • Experience of using Microsoft Sway • Experience of social media channels • Experience of web-design programmes 	Application Interview References

Area	Essential	Desirable	Method of assessment
Knowledge & Skills	<ul style="list-style-type: none"> • Full working knowledge of relevant policies/codes of practice • Understanding of a range of welfare issues that may be affecting students and their families. • Well-developed interpersonal skills to be able to relate well to a wide range of people • Work constructively as part of a team whilst being able to demonstrate initiative • Good communication skills • Have commitment to own personal and professional development Commitment to equality and diversity • Sound Knowledge of Microsoft software • Knowledge of MIS systems (Arbor) • Strong organisational skills and attention to detail 		Application Interview References

Area	Essential	Desirable	Method of assessment
Character	<ul style="list-style-type: none"> • Strong moral purpose and drive for improvement • Values driven • Mission-aligned • Humble and kind • Motivated, enthusiastic and flexible • Excellent interpersonal skills • Good sense of humour • Desire to develop yourself • Ability to receive and act on feedback • Strong attention to detail • Ability to work under pressure • Commitment to safeguarding • Commitment to equality of opportunity, valuing diversity and the safeguarding and welfare of all students • Commitment to the full life of the academy 		Application Interview References