

Job Description

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| Job Title | Receptionist/School Administrator |
| Grade | C/D |
| Responsible To | Senior Administrator / Headteacher |
| Staff Manage | None |
| Job Family | Administration |
| Job Purpose: | To provide an administrative support service to the Headteacher and the school under the direction or instruction of the headteacher/Office Manager/Senior Administrator. This may include some wider school duties and the role may involve the post holder demonstrating their own duties and providing advice and guidance to new employees and others. |
| Job Context: | Works within the busy environment of the school reception, managing the administration for the school, providing an administrative, reprographics and reception service, where excellent organisational and communication skills are essential in order to deal with the variety of tasks that need to be undertaken. |
| Accountabilities / Responsibilities | |
| Key strategic elements of the job | <ul style="list-style-type: none"> • Provide a professional reception service, Dealing with phone queries and messages and directing these appropriately. • Provision of administrative, clerical and secretarial duties as required. • Accurately recording information and keeping MIS / other systems up to date. • Assist in preparation of reports as required • Obtain quotes for transport for school trips • Take minutes at various meetings as required • Diary management • Assist staff with administration queries. • Support Office Manager with administration relating to safeguarding • Report concerns and obtain support for any issues raised |
| Communications | <ul style="list-style-type: none"> • Communicate effectively with other staff, Governors, visitors, contractors, students and their families/carers • Undertake reception duties; act as first point of contact in response to telephone and face to face enquiries • Attend staff meetings and training days by agreement with the Headteacher/Office Manager |
| People/Resource Management | <ul style="list-style-type: none"> • Participate in the schools performance management scheme. • Assist in the monitoring of pupil attendance. In addition to maintaining computerised records this involves liaison with the Headteacher • Assist in the induction of new employees • Monitor stock levels, order office materials, equipment and services and check incoming orders • Highlight additional training and supervision needs to build on your skills and knowledge. • Participate in training and other learning activities and performance development as required. |
| Safeguarding | <ul style="list-style-type: none"> • Know about data protection issues in the context of your role. • Maintain confidentiality as appropriate • Be responsible for promoting and safeguarding the welfare of children and young people by knowing who to report concerns to. • Have an awareness and basic knowledge where appropriate of the most recent safeguarding legislation. |
| Systems and Information | <ul style="list-style-type: none"> • Maintain computerised and manual student records. |

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| | <ul style="list-style-type: none"> • Be aware that different types of information exist (for example, confidential information, personal data and sensitive personal data), and appreciate the implications of those differences. • Share information appropriately – in writing, by telephone, electronically and in person. |
| Data Protection | <ul style="list-style-type: none"> • To comply with the Trusts policies and supporting documentation in relation to Information Governance this includes Data Protection, Information Security and Confidentiality. |
| Health and Safety | <ul style="list-style-type: none"> • Be aware of and implement your health & safety responsibilities as an employee and where appropriate any additional specialist or managerial health & safety responsibilities as defined in the Health & Safety policy and procedure. |
| Equalities | <ul style="list-style-type: none"> • We aim to make sure that services are provided fairly to all sections of our community, and that all our existing and future employees have equal opportunities. • Ensure services are delivered in accordance with the aims of the Equal Opportunities Policy Statement. • Develop own understanding of equality issues. |
| Flexibility | <ul style="list-style-type: none"> • Whilst this job outline provides a summary of the post, this may need to be adapted or adjusted to meet changing circumstances. • Reasonable additional duties commensurate with the grading of the job role may be requested from your line manager. • Permanent & significant changes would be subject to consultation. All staff are required to comply with Policies and Procedures |
| Customer Service | <ul style="list-style-type: none"> • The Trust requires a commitment to equity of access and outcomes, this will include due regard to equality, diversity, dignity, respect and human rights and working with others to keep vulnerable people safe from abuse and mistreatment. • The Trust requires that staff offer the best level of service to their customers and behave in a way that gives them confidence. Customers will be treated as individuals, with respect for their diversity, culture and values. • Understand your own role and its limits, and the importance of providing care or support. |

Person Specification

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| Job Title | School Administrator | |
| Grade | C/D | |
| Responsible To | Senior Administrator / Administration Manager / Headteacher | |
| Staff Manage | None | |
| Job Family | Administration | |
| | Essential | Desirable (if not attained, development may be provided for successful candidate) |
| Knowledge | | |
| | <ul style="list-style-type: none"> • Knowledge of administration and office systems | |
| Experience | | |
| | <ul style="list-style-type: none"> • Clerical or administrative experience • Experience of working with Microsoft Office | |
| Occupational Skills | | |
| | <ul style="list-style-type: none"> • Computer literate • Good interpersonal and communication skills • Good numeracy and literacy skills • Judgemental skills • Ability to work to deadlines • Ability to work in a fast pace environment | |
| Qualifications | | |
| | <ul style="list-style-type: none"> • Literacy & numeracy qualification e.g. Level 2 qualification or equivalent | <ul style="list-style-type: none"> • CLAIT Plus, ECDL or Level 2 Word Processing • Appropriate first aid training (<i>dependant on the school's needs</i>) |
| Personal Qualities | | |
| | <ul style="list-style-type: none"> • Attention to detail, neatness and accuracy • Organisational skills • Ability to work successfully in a team • Confidentiality | |
| Other Requirements | | |
| | <ul style="list-style-type: none"> • Enhanced DBS clearance required • To be committed to the school's policy and ethos. • To be committed to Continual Professional Development. • Motivation to work with children and young people. • Ability to form and maintain appropriate relationships and personal boundaries with children and young people. | |