

## Job Description: Receptionist and Administrative Assistant

**Reports to: Business Support Coordinator**

**Work Pattern: 8am to 4pm Term Time Only**

**Pay Scale: Band 1 Support**

### Role Summary

Provide a consistently high level of customer service to students, staff, families and visitors to the college through the provision of a professional and welcoming reception service. Provide administrative services which support both the day to day running of the college, and successful outcomes for all students.

### Receptionist Responsibilities

- Provide a welcoming, customer focused reception service, ensuring the appropriate security checks are undertaken for all visitors.
- Deal with telephone calls in a welcoming, courteous and professional manner.
- Deal with all enquiries ensuring communications are dealt with appropriately and in line with procedures.
- Operate an effective filing system for relevant emails and responses.
- Liaise with senior leaders/staff members to ensure enquiries and complaints to the school are handled in an appropriate manner, allow for the correct line of escalation and are replied to in a timely manner.
- Ensure messages forwarded to staff are clear and concise and done so in a timely manner.
- Correspond with families/third parties through the provision of high quality communications.
- Deal with any local incoming and outgoing mail; ensuring large items are dealt with and removed from the reception area by the site team as soon as possible.
- Help administer key systems and databases which support both the running of the school and outcomes for students.
- Ensure the reception area remains tidy and looks welcoming and professional at all times.
- In the event of a fire drill / evacuation of the premises, ensure all visitors are accounted for.
- Support the work of the school's behaviour, attendance and pastoral systems as required.

### Administrative Responsibilities

- Assist, when required, with Student Services and attendance
- Trained, or willing to be trained in First Aid.
- Undertake daily general duties
- Undertake photocopying
- Ordering of stationery

- Regular stocktakes of stationery cupboard
- Flexibility on working to assist at Open Evenings

Other administrative responsibilities may include elements of marketing, event coordination, display and trip administration.

The duties of the post are subject to constant interruption from a variety of sources, creating the need for a frequent re-prioritising of tasks and changes to the scheduled programme of work. Therefore there is a requirement to remain focused and organised at all times.

### Qualifications and Experience:

- Educated to a minimum of GCSE level or equivalent with previous relevant experience
- Highly self-motivated with the ability to work independently and effectively
- Organisational skills and the ability to prioritise workload
- Advanced skills and knowledge of using administrative software tools
- Excellent attention to detail and presentation
- Ability to use own initiative and to respond to changes proactively and positively
- High level of confidentiality required at all times
- Tactful and diplomatic when dealing with sensitive matters
- Ability to work as part of a team, building strong working relationships with all colleagues
- The post holder will need experience of working with students and have the ability to build relationships with students, parents and carers.

### General Accountabilities:

- Be responsible for own safety and not endanger that of colleagues/visitors to the workplace.
- Work in compliance with the Codes of Conduct, Regulations and policies of the Cluster, and its commitment to equal opportunities and safeguarding.
- Ensure that output and quality of work is of a high standard and complies with current legislation/standards.

This job description sets out the key outcomes required. It does not specify in detail the activities required to achieve these outcomes. As a term of your employment you may reasonably be expected to perform duties of a similar or related nature to those outlined in the job description.

This job description will be reviewed and updated periodically in order to ensure that it relates to the job performed or to incorporate any proposed changes. This procedure will be conducted by the line manager in consultation with the post holder. In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible management reserves the right to make changes to the job description following consultation.

### Person Specification

ATTRIBUTES	ESSENTIAL	DESIRABLE	EVIDENCE
Personal	<ul style="list-style-type: none"> <li>• Flexibility.</li> <li>• Ability to use own initiative.</li> <li>• Resourceful, patient and resilient.</li> <li>• Calm, unflustered manner.</li> <li>• Ability to work in a team and alone.</li> <li>• Excellent communication skills.</li> <li>• Commitment to equal opportunities in service delivery and employment.</li> <li>• Ability to maintain a professional manner in challenging situations.</li> <li>• Confidence to challenge difficult behaviour.</li> </ul>	<ul style="list-style-type: none"> <li>• Enjoys working within education</li> <li>• A friendly manner and good sense of humour</li> <li>• Smart appearance</li> </ul>	<p>Interview</p> <p>Application form</p> <p>References</p>
Competence Knowledge Abilities Skills Experience	<ul style="list-style-type: none"> <li>• Good organisational and good time keeping skills.</li> <li>• Good inter-personal skills including mediation and conflict resolution.</li> <li>• Effective communication with children, carers and other professionals.</li> <li>• Ability to work on own initiative within departmental protocols/procedures.</li> <li>• Ability to deal with difficult situations.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to work under pressure</li> <li>• A positive attitude to personal development and training</li> <li>• Ability to prepare and write reports and produce factual and statistical information as required.</li> <li>• Knowledge of the education system</li> <li>• ICT Literacy</li> </ul>	<p>Application form</p> <p>References</p> <p>Certificates*</p> <p>Interview</p>
Qualifications and Training	<ul style="list-style-type: none"> <li>• Good level of literacy and numeracy</li> </ul>	<ul style="list-style-type: none"> <li>• Level 3 qualification or higher</li> <li>• 5 GCSE's including grade C in English and Maths</li> </ul>	<p>Application form</p> <p>References</p> <p>Certificates</p>
Special Requirements	<ul style="list-style-type: none"> <li>• No adverse criminal record.</li> </ul>	<ul style="list-style-type: none"> <li>• Flexibility in work pattern may be required occasionally.</li> </ul>	<p>DBS Disclosure</p> <p>Application form</p> <p>References</p> <p>Certificates</p> <p>Interview</p>