



Hackbridge Primary School

Job Description – RECEPTIONIST/ADMINISTRATION ASSISTANT (London Road)

Hours of work: 8:00am–4:00pm Monday to Thursday and 8:00am–3:45pm Friday with 45 minutes break for lunch. 36 hours per week term plus two weeks (to include inset days).

The main place of work will be the London Road site but the postholder is expected to work at Hackbridge Corner site if requested.

Grade: 4/5, points 7-15

Line Manager: Office Manager

General Purpose of the Post

- Be the key person, on a day to day basis, responsible for the smooth running of the school office, to include; reception, all administration duties and first aid at the London Road site in liaison with the Office Manager.
- Manage an effective customer service provision at the London Road site on a daily basis in liaison with the Office Manager.
- Hold excellent customer service skills to maintain a first-class, efficient, helpful and smooth-running school reception ensuring a first-class customer service is provided to all stakeholders at all times in person, in writing and on the telephone.
- Undertake all school office administration duties to help in maintaining an efficient running of the school.
- Effective use of SIMS.net to maintain pupil details and produce reports.
- Effective use of FMS6.
- Effective use of ParentPay.
- Effective use of Google applications.
- Effective use of Inventory.
- Ensure the school website is kept up to date and compliant. Liaising with the website design supplier as appropriate.
- Liaise with the uniform supplier to ensure an effective and efficient service for the school community.
- Administrative and welfare duties as required within a school office environment.
- Understand the Passivhaus system.

Reception Duties

- Receive all visitors to the school in a friendly and professional manner ensuring they feel welcome and attended to.
- Process children who arrive late and leave during the day for appointments/sickness etc and process this information as appropriate.
- Manage the safeguarding procedures for ID checks on all visitors in accordance with the school's safeguarding policy and procedures ensuring everyone is signed in and out and wearing the appropriate identification.
- Ensure all queries, either in person, by telephone or by email, are dealt with swiftly and appropriately using initiative, tact and diplomacy at all times.
- Ensure the answer-phone messages are checked every morning and then regularly thereafter during the day.
- Be the key person in answering the main school telephone, ensuring all callers are dealt with professionally and messages taken are handled correctly in accordance with school procedures.
- Deal with emails received in relation to the London Road.
- Take messages and items around school as required.
- Handle difficult situations and issues with sensitivity and calm ensuring you are always aware of the safeguarding of our pupils, data protection issues and the need for strict confidentiality at all times.

Administrative Duties

- Produce and manage a weekly diary sheet by collating information from the school electronic diary and members of the Senior Leadership Team and Senior Management Team for both the London Road and Hackbridge Corner sites and distribute to all school stakeholders as necessary.
- Diary management for booking of rooms at both sites, ensuring that rooms are set up correctly for each meeting and sufficient resources supplies according to the individual meeting.
- Set up and manage the office manual for London Road.
- Manage the administration for external after school clubs across both sites and ensure all stakeholders are kept up to date.
- Responsible for ensuring that letters, newsletters and communications are sent out via email to all stakeholders including additional parents and staff as appropriate.
- Responsible for ensuring hard copies of letters, newsletters and communication are distributed to stakeholders not on email.
- In absence of the Office Manager, provide administrative assistance to SLT when required to include tasks relating to the input of assessment data, financial data and pupil data in Word, Excel and the school's software packages.
- Manage the process for the deliveries that arrive at London Road in liaison with the whole school admin team:
 - Items are reconciled against the delivery note and purchase order
 - All relevant paperwork is sent to the Hackbridge Corner Campus for filing
 - Items marked up for delivery around the school ensuring the site team and relevant people know of its arrival
 - Ensure items moved from Reception area quickly and efficiently
 - Liaise with suppliers with regards to any discrepancies on any orders
 - Liaise with suppliers with regards to obtaining VAT invoices
 - Liaise with the admin assistant to ensure that outstanding items are chased up – at least monthly.
- Manage the photographer visits as appropriate at Hackbridge Corner and London Road in partnership with the administration assistant at Hackbridge Corner.
- Manage stock control and order general and pupil stationery for London Road.
- Liaise with the photocopier supplier with regards to any maintenance queries at London Road.
- Liaise with the school uniform supplier and order staff uniform as and when required.
- Sale of sundry items.
- Responsible for the administration of the London Road post, stamp reconciliation and taking to the post office/post box on a daily basis.
- Responsible for the lost property at London Road.
- Daily collection of classroom wallets and the process of all contents i.e. notes from parents/monies/return slips etc.
- Use of SIMS.net to contact parents as necessary.
- Updating any ad hoc changes to pupil information on SIMS.net and in folders at all other times when advised by parents/carers.
- Production of reports and class lists from SIMS.net when requested by SLT, SMT or teaching staff.
- Updating of all absences on the SIMS.net system and adding in of pupil appointments etc.
- Good understanding of the school dinner ordering system, Citrus, in order that dinner numbers can be overseen on a daily basis at London Road.
- Point of contact for the school to liaise with the caterer when needed
- Promoting school dinners to all staff and pupils on London Road to increase/maintain uptake.
- Responsible for the daily administration of cash for the school fund and school budget counting monies, keeping accurate records of trips and other events in liaison with the Office Manager and Receptionist at Hackbridge Corner campus.
- Responsible for the month end reconciliation of cash for the school fund and school budget and forwarding it to the Office Manager for banking at London Road.
- Maintain the school electronic signing in system, InVentry.
- Keeping an accurate record of all supply teachers working across the school and cross-checking that they have been booked for any foreseeable absences checking and liaising with the Hackbridge Corner and supply company/ies as necessary.

- Producing a weekly overview sheet of Supply Staff, including FMS Cost Codes, for the Office Manager and authorizing their timesheets.

Welfare

- In Liaison with the Lead First Aider, ensure all first aid supplies and equipment are in stock and that stock is in date, in good condition and working order.
- Manage the first aid provision on the London Road site as Assistant Lead First Aider in partnership with the Lead First Aider to ensure compliance with the school policy.
- In liaison with the Office Manager ensure all pupils medical records/care plans/forms are accurate and up to date.
- To be responsible for maintaining the records for administration of medicine to pupils and for administering medicines to pupils, including prescribed antibiotics and calpol.
- Administer daily and emergency medication and care for individuals with individual health care plans for conditions including, but not limited to, diabetes and epilepsy (training will be given in relation to this).
- In liaison with the Office Manager, maintain an accurate, up to date register of pupils with diagnosed allergies and Individual Healthcare Plans (IHPs) for other medical conditions, ensuring close collaboration with parents/carers and health professionals to guarantee plans are in place upon admission and formally reviewed at least annually – or sooner if medical needs change or an incident occurs; sharing IHPs and Medical Alerts with relevant staff and ensuring the SENCO Team is kept informed.
- Ensure the defibrillator monthly checks are completed at London Road.
- Hold a First Aid Certificate and maintain this qualification.
- Hold an EpiPen training certificate.
- As a first aider, deal with minor injuries and administer first aid, following the correct guidance.
- Contact emergency services if required.
- Contact parents should a child need to go home or require hospital treatment.
- Caring for distressed children until a parent/carer arrives.
- To attend updated safeguarding training as required.

Other Duties

- Under supervision of the Office Manager, support the training and development of new staff within the administration team.
- In the event of an emergency, understand and adhere to the office evacuation procedures to assist with an accurate roll call at London Road.
- To assist in the promotion of the school through the sensitive dealings with children, parents and visitors at all times.
- Cover for other staff in the office at either site as requested by the Headteacher, Deputy Headteacher or Office Manager.
- Make tea and coffee for visitors.
- Any other duties as can be reasonably expected within the boundaries of the school office.
- Maintain strict confidentiality at all times.

Signed..... Date.....



Hackbridge Primary School

Person Specification – RECEPTIONIST/ADMINISTRATION ASSISTANT (London Road)

Summary

The postholder will provide a professional, welcoming and efficient front-of-house and administrative service, supporting the smooth running of the school and contributing to pupil welfare. They must share and promote the school vision and values: Happy People Succeed — kindness, inspiration, nurture, determination.

How to read this

Items are split into Essential (E) and Desirable (D). Applicants must meet all Essential requirements; Desirable criteria indicate strengths that will be favourable in shortlisting/interview.

Qualifications and statutory requirements

- GCSEs (or equivalent) in English and maths (grade C/4 or above) or evidence of numeracy/literacy competence. (E)
- Hold or be willing to obtain a recognised Paediatric First Aid qualification and Epipen training; willingness to maintain these qualifications. (E)
- Willingness to undertake required safeguarding training and to attend refresher training as required. (E)
- Enhanced DBS check (on appointment) and right to work in the UK. (E)
- Training or certificate in school administration, business administration or reception duties. (D)

Experience

- Proven experience of working in a busy reception/administration role (preferably in education) providing excellent customer service to parents, staff and external agencies. (E)
- Experience of handling sensitive/confidential information and applying data protection (GDPR) principles in practice. (E)
- Experience of maintaining and using pupil records and school management information systems (SIMS or equivalent). (E)
- Experience of working with parents/carers and multi-agency contacts in relation to pupil welfare/medical needs. (E)
- Experience of cash handling, month-end reconciliation and basic financial record keeping. (E)
- Experience of diary/room booking and organising administrative logistics for meetings and events. (E)
- Experience of using school dinner ordering/catering liaison systems (or willingness to learn). (D)

Knowledge, skills and technical competence

- Excellent verbal and written communication skills; professional telephone manner and confident face-to-face customer service. (E)
- Strong IT skills: competent with Microsoft Word and Excel, Google applications, email, and web content updates. (E)
- Practical experience of SIMS.net (or equivalent MIS), ParentPay, FMS6 and Inventory, or ability to learn quickly. (E)
- Good organisational skills with the ability to prioritise, manage competing tasks and maintain accurate records. (E)
- Attention to detail (e.g. handling deliveries, invoices, postage, stock control and lost property). (E)
- Basic numeracy sufficient for cash handling, reconciliation and reporting. (E)
- Ability to use electronic signing-in systems (InVentry or similar) and manage visitor ID checks in line with safeguarding policy. (E)
- Ability to use/demonstrate basic troubleshooting for office equipment (photocopier, telephone systems) and to liaise effectively with suppliers. (D)

Behaviours and personal qualities

- Warm, approachable and calm under pressure; able to manage difficult situations with tact, diplomacy and confidentiality. (E)

- Commitment to the welfare and safeguarding of children; a professional understanding of boundaries and confidentiality. (E)
- Team player who supports and develops colleagues; willing to be mentored and to support others under the Office Manager's supervision. (E)
- Calm, methodical approach to first-aid/welfare incidents, with empathy when caring for distressed pupils and parents. (E)

Safeguarding and compliance

- Demonstrable understanding of the school's safeguarding responsibilities and visitor/contractor ID procedures; willingness to follow and promote school policy. (E)
- Commitment to equality, diversity and inclusion in practice and communication. (E)

Additional practical requirements

- Ability to travel between school sites as required during the working day. (E)