

Job Description

Job Title: Receptionist/Administrative Assistant/First Aider
Reporting to: Office Manager
Hours: 37 hours per week

Job Purpose:

- To provide a consistent, professional and approachable reception/front of house service
- To ensure the provision of effective administration and clerical support within the Academy

Key Responsibilities and Duties

Main areas of responsibility

- To contribute to the work of a small team of reception/administration staff in a dynamic environment to provide excellent customer service for staff, students, parents and visitors
- The front office reception is the communications hub and holds the key position of the first point of contact for callers and visitors to the academy and therefore the role requires the post holder to be part of the team to present a friendly, professional, effective and efficient corporate image at all times and deal skilfully, calmly and assertively with any difficult situations
- To play a key role in maintaining the safety and security of students, adults and property, ensuring that only suitable adults enter the site, that they are appropriately briefed before entering the site and, where appropriate, accompanied by a member of staff
- The post holder requires good ICT skills and will receive training to develop these further and for the specialist systems and software used by the academy

Receptionist Duties

- To act as a focal point for all enquiries and visitors, ensuring a professional, friendly and efficient welcome to all visitors to the academy
- Ensure that safeguarding procedures are followed in relation to all visitors to the academy ensuring the highest professional standards
- Provide a prompt and clear telephone switchboard service, responding to and screening incoming calls ensuring calls and messages are directed to the appropriate department or individual, quickly, clearly and efficiently
- Deal with the diverse needs of parents, students and external visitors in a calm and professional manner
- Monitor entry to/exit from the academy via the front security door ascertaining identity of visitors and issuing security badges
- Maintain awareness of the activities of the academy in order to answer or direct queries in an proficient manner
- Maintain a clean and tidy reception area presenting a professional image at all times
- Ensure that Receptionist duties are covered during any periods of absence

Administrative Duties

- Provide general administrative support, e.g. word processing, producing spreadsheets, inputting information into databases such as SIMS, reprographics, photocopying, filing, emailing and responding to routine correspondence
- Maintain accurate administrative, student and other academy records as directed
- To sort and distribute all mail/communication and prepare and stamp external mail, as required
- Take responsibility for receipt of deliveries and goods, ensuring deliveries are kept securely and delivered in a timely manner
- Assist with Emergency Evacuation Procedures and check that all visitors are accounted for
- Oversee lost property and ensure named garments are returned to the students and unnamed property is kept tidy whilst stored for a limited time
- Collect monies from students and pass to the Finance Department

First Aid/Welfare Matters

- Provide first aid to students, visitors and staff as a Lead First Aider
- Assist with student welfare matters, including contacting parents and staff

Accountability

- The post holder will be expected to work with limited supervision. There will be support from the Director of Resources. Meetings will be arranged as necessary for briefing and/or feedback on relevant academy or individual student matters

Health and Safety

- Be aware of, and comply with all policies and procedures including child protection; health and safety; confidentiality; and data protection and report all concerns to an appropriate person.

Additional Information

- The post holder is required to contribute to and support the overall aims and ethos of the academy. All staff are required to participate in training and other learning activities, and in performance appraisal and development as required by the academy's policies and practices.

This is a description of the main duties and responsibilities of the post at the date of production. It is not a comprehensive statement of procedures and tasks, but sets out the principle expectations of the Academy in relation to the post holder's professional responsibilities and duties. These may change over time as requirements and circumstances change. The person in the post may also have to carry out other duties as may be necessary.

This job description will be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder.

The academy is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment and the following checks will be necessary prior to any appointment:- DBS, medical & references