

## Job Description and Person Specification

<b>Job Title</b>	Receptionist-Administrator (Secondary Phase)
<b>Responsible to</b>	Headteacher's PA
<b>Terms and Conditions</b>	Salary Scale: D 26.5 hours per week, term time + one week Monday – 10.30am to 3pm Tuesday – 8.15am to 4pm Wednesday – 10.30am to 3pm Thursday – 8.15am to 4pm Friday – 10.30am to 3pm Permanent contract

**Inclusive, Collaborative, Ambitious**

<b>Purpose of role:</b>
To deliver high-quality administrative and clerical support, with a strong focus on reception duties. The role involves working collaboratively with other administrative staff to ensure all tasks are completed efficiently and effectively.

<b>Core Responsibilities</b>
<ul style="list-style-type: none"> <li>• Oversee the secondary phase reception and serve as the primary point of contact for students, parents, staff, and visitors.</li> <li>• Uphold school security procedures, including issuing visitor badges.</li> <li>• Respond promptly to telephone calls, emails, and other messages, handling routine enquiries from teachers, parents, pupils, and external organisations.</li> <li>• Serve as the main contact for the office email address, ensuring messages are appropriately managed and forwarded.</li> <li>• Welcome visitors and callers courteously, following safeguarding policies and providing hospitality where necessary.</li> <li>• Maintain pupil sign-in/out records in line with safeguarding procedures.</li> <li>• Triage and appropriate management of pupils requiring First Aid support / recording medication.</li> <li>• Assist with general administrative tasks, including:             <ul style="list-style-type: none"> <li>○ Assisting with bus/transport queries and issuing bus passes.</li> <li>○ Liaising with Norfolk County Council regarding Free School Meals, updating Arbor data, and sharing FSM information with staff.</li> <li>○ Collating and distributing forms, letters, and communications.</li> <li>○ Assist with reprographics, including assisting with copier maintenance and toner orders.</li> <li>○ Handling lost property enquiries.</li> <li>○ Receive, sign for &amp; distribute deliveries as required.</li> </ul> </li> </ul>

## Other Responsibilities

This Job Description sets out the main duties of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post. This list of duties is not exhaustive and from time-to-time staff will be asked to undertake any other reasonable tasks in relation to their role.

- Work in a manner which supports the Trust's core values, quality requirements and continuous improvement ethos.
- Undertake their duties in accordance with all Trust policies and procedures and in accordance with the Staff Code of Conduct
- Undertake their duties in accordance with the Trust's Equality and Diversity Policy
- Abide by the Trust's policy on the confidentiality of data stored electronically and by other means in line with the Data Protection Act and General Data Protection Regulations.

## Safeguarding, Health and Safety

- Undertake training and act as a First Aider for the Trust as required.
- Undertake their duties in accordance with Health and Safety at Work policies and procedures and take reasonable care of their own health and safety and any other person who may be affected by their acts or omissions at work in accordance with Health and Safety legislation.
- Cooperate with the Trust in so far as is necessary to enable it to comply with its duties under relevant Health and Safety legislation.
- The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect all staff and volunteers to share this commitment. We will ensure that all our recruitment and selection practices reflect this commitment. All successful candidates will be subject to Disclosure and Barring Service checks along with other relevant pre-employment checks.

## Continuing Professional Development

- Keep abreast of developments in their own area of expertise and undertake professional development opportunities where identified and approved, subject to funding, to ensure continued effective performance in the role

Person Specification		
	ESSENTIAL	DESIREABLE
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• NVQ 2 or equivalent qualification or experience in relevant discipline.</li> <li>• Very good numeracy/literacy skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Health &amp; Safety training.</li> <li>• Data Protection training.</li> <li>• First Aid Training.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of reception &amp; administrative processes.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of educational administrative processes.</li> </ul>
<b>Skills/Knowledge</b>	<ul style="list-style-type: none"> <li>• Effective use of ICT and other specialist equipment/resources.</li> <li>• Excellent organisational and IT skills.</li> <li>• Ability to focus and apply attention to detail.</li> <li>• Good communicator.</li> <li>• Ability to deal with challenging people and situations.</li> <li>• Customer focused.</li> <li>• Problem solving approaches.</li> <li>• Prioritising workloads.</li> <li>• Working knowledge of relevant policies/codes of practice and awareness of relevant legislation.</li> <li>• Ability to relate well to children and adults.</li> <li>• Work constructively as part of a team, understanding school roles and responsibilities and your own position within these.</li> </ul>	

This job description is current at the date shown, but in consultation with you, may be changed by the Head of School to reflect or anticipate changes in the job commensurate with the grade and job title.