Brownmead Primary Academy

Job Description: Receptionist / Office Administrator

Grade 2
Responsible to: Office Manager / Senior Leadership Team

Purpose of the Role

To act as the first point of contact for the school and provide a high-quality, efficient and professional reception and administrative service. The role supports the Headteacher and wider staff in ensuring the effective organisation, communication and safeguarding procedures of the school are maintained at all times.

Duties and Responsibilities

- Provide reception and switchboard support, dealing with visitors, parents and external agencies in a courteous and professional manner
- Manage telephone calls, emails and enquiries, ensuring messages are accurately recorded and acted upon
- Provide administrative and clerical support including filing, photocopying, word processing and data entry
- Receive, sort and distribute incoming mail and prepare outgoing post
- Support day-to-day attendance procedures including first day calling and maintaining accurate registers
- Use the school MIS to maintain accurate pupil records, registers and administrative systems
- Support the administration of payments for school meals, trips, clubs and other services, including monitoring and chasing outstanding debts
- Manage and maintain school communication platforms such as Dojo, ensuring effective communication with families
- Take a lead role in organising and coordinating school trips, including liaising with staff, booking transport and ensuring required documentation is completed
- Provide cover for the Office Manager in their absence, ensuring continuity of service
- Support safeguarding procedures including acting as a Deputy Designated Safeguarding Lead (where appropriate)
- Record and manage safeguarding concerns through CPOMS in line with school policy
- Hold or be willing to undertake First Aid at Work training and provide first aid support as required
- Ensure all work is completed in line with school policies including safeguarding, health and safety and data protection
- Organise workload effectively and respond flexibly to changing priorities

- Attend relevant meetings and training as required
- Promote the ethos, vision and values of the school at all times
- Undertake any other duties commensurate with the grade and at the discretion of the Headteacher

Person Specification: Receptionist / Office Administrator

CRITERIA	QUALITIES
Qualifications and training	• GCSE English and Maths (Grade 4/C or above) • Administrative or business qualification (desirable) • First Aid at Work qualification or willingness to train • Willingness to train as a minibus driver (desirable)
Experience	• Experience working in an administrative or office environment • Experience of working in a school office or setting (desirable) • Experience of using Microsoft Office applications including Word and Excel • Experience of dealing with members of the public and handling sensitive information • Experience in a school environment or using MIS systems e.g. Arbor (desirable) • Experience of attendance and safeguarding systems e.g. CPOMS (desirable)
Skills and abilities	• Clear and effective verbal and written communication skills • Ability to deal sensitively with parents, pupils and visitors • Strong organisational skills with the ability to prioritise workload • Accuracy and attention to detail • Ability to follow procedures and work independently • Ability to maintain confidentiality at all times • Competence in the use of IT systems and office software
Personal attributes	• Professional, calm and approachable manner • Commitment to safeguarding and promoting the welfare of children • Flexible and reliable with a positive attitude • Willingness to undertake training and development • Ability to use own initiative • Commitment to equality, diversity and inclusion