

Willow Grove Primary School JOB DESCRIPTION FOR: Administrator/Receptionist

Objectives:

- To be a professional and friendly first point of contact for pupils, parents, staff and all school contacts.
- To provide support to the school's administrative functions in a pro-active, efficient and effective manner, according to trust and school policies and procedures.

Principal Responsibilities:

This is a varied and exciting role, which includes but is not limited to the responsibilities as follows:

- Work effectively as part of the administration team, supporting colleagues and participating in relevant training and professional development.
- Contribute to the overall ethos and aims of the school to 'Be Creative. Be Authentic. Be your Best.'
- Initiate, build and maintain good working relationships with staff, pupils, parents and other community users.
- Prioritise and manage workload to meet required deadlines while focussing on the needs of the school as a whole.
- Organise and maintain a tidy, welcoming and efficient school reception area.
- Undertake reception duties such as operating the school's main telephone, transferring calls or taking messages, dealing with face-to-face enquiries in a polite and helpful manner and managing the school entry signing in system and processes.
- Open and distribute incoming post and organise the school's outgoing post.
- Manage the school's main email inbox, replying and forwarding messages appropriately and efficiently.
- Provide general clerical support using Microsoft packages such as Word and Excel alongside Arbor and other software packages. As well as tasks such as photocopying, printing and scanning.
- Receive, collate and organise pupil information such as admission/registration information, trip/event permission responses and any other information as requested.
- Receive incoming goods and check delivery notes against orders.
- Ensure health and safety and good behaviour of pupils at all times.
- Provide First Aid and administer prescribed medication.
- Maintain medical and accident records on Arbor.
- Manage confiscated items and lost property.
- Update the whole school calendar, adding and removing information as required.
- Update the school website, adding and removing content as required.
- Update and monitor the school online payment system by:
 - Providing access letters and guidance on the system for new users.
 - Liaising with parents, pupil and staff regarding queries and payments.
 - Providing reports as required such as dinner reports, clubs, trip payment reports etc.
- Administer the Free School Meals portal updates and update systems such as the MIS.
- Assist in the maintenance of the school filing and archive systems.
- Organise and manage stationery stock and complete orders as necessary.
- Provide attendance support.
- Assist with general statutory and non-statutory reports and returns to organisations as required, in a timely manner, ensuring deadlines are met.
- Support and attend whole school events such as Open Evenings.
- Assist the Office Manager as directed.
- Cover for absent colleagues.

- Provide lunchtime duty cover for children as needed.

All Trust employees are also expected to:

- Work effectively as part of the whole school team, support other colleagues in their roles and participate in relevant training and professional development.
- Ensure health and safety and good behaviour of pupils at all times.
- Ensure that safety guidelines are followed and report any defects or damaged equipment and environment.
- Demonstrate and assist others in safe and effective use of specialist equipment/materials.
- Contribute to the overall ethos and aims of the school.