



# Job Description

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**Job Title:** Receptionist and Administration Assistant

**Accountable to:** Office Manager

**Salary Range:** SCP 18 – 21

**Working pattern:** Part Time, 3 days per week, preferably Tuesday, Wednesday and Thursday, term time only (38 weeks per year)  
8.00am – 4.00pm daily

## Job Purpose:

- Be the first point of contact for visitors, parents and carers.
- Provide a friendly, professional and welcoming services to all stakeholders.
- Lead by example in setting high standards.
- Ensure that visitors are signed in promptly at reception

## Key Areas of Responsibility:

### Reception and office

- To promptly answer incoming telephone calls using the main switchboard, transferring calls to relevant members of staff/departments. To take messages and pass on in an efficient manner.
- To provide a friendly, welcoming service to visitors, parents /carers and pupils. Issuing of ID badges and signing in service.
- To provide clerical and administrative support to staff members by:
  - Word-processing correspondence / mail merge /emails
  - Generating and running reports on SIMS
  - Inputting data and extracting computerised school information
  - Ensuring students and their priority contact details are kept up to date on Parent Pay, Parental Insight and ID manager
  - Liaising with kitchen staff and contacting parents and carers if students accounts are in arrears
  - Updating, filing, collation and archive of student files
  - Supporting the Attendance Officer by providing data entry including logging students who have left school early / producing detention lists
  - Supporting the Admissions Officer by providing data entry to SIMS / liaising with external agencies including primary schools, parents and carers
  - On occasion, providing administrative support for the finance team
  - Being part of the School's First Aid team (after training)
  - Booking the school's Conference Room
  - Organising refreshments for meetings as and when required

- Stamping and distribution of incoming post and recorded delivery
- Filing, photocopying, scanning, shredding etc
- Ordering of stationery and ensuring medical supplies are well stocked
- Ordering school ties and badges from supplier and ensure items are well stocked
- Ordering floral arrangements as directed by Headteacher
- Ensuring that the reception / office / medical room areas are kept clean / tidy and free from any hazards

### **Free School Meals**

- To process new forms i.e. scan, file (electronically & paper) and send via email to the School Meals Service.
- To record free school meal information on MIS system
- To obtain additional information wherever necessary (evidence of Universal Credit or Tax Credits).
- To liaise with the School Meals Service and deal promptly with their responses
- To promote free school meal service with parents and carers
- To run reports as necessary – for Census returns, school trips etc.
- To answer general queries regarding FSM
- Work with the Admissions Officer to ensure the records relating to Year 6 - Year 7 students who are in receipt of FSM are as complete as possible before they start in September.

### **General Duties:**

1. To undertake training to develop further all aspects of the role.
  2. To communicate with students in a professional, formal and consistent manner.
  3. To support and promote the Christian ethos of the school.
  4. To actively promote Fundamental British Values.
  5. To adhere to the Staff Handbook and Staff Code of Conduct.
  6. To be part of the first aid team (full training provided)
- To ensure data is secure in compliance with GDPR
  - To actively participate in all aspects of the Performance Management Scheme including undertaking duties and responsibilities for the purpose of self-development.
  - To undertake other duties and responsibilities of a similar grade and nature in order to support workload peaks and resources and skills shortages to ensure the school's priorities are met. This will be sensitive to available resources and individual skills and will normally be within the same service area. Such other duties will not compromise the post holder's participation in the Performance Management Scheme.
  - To undergo appropriate training in connection with the development of new technology and assist in the implementation of computerised systems, in accordance with developments in Information Technology.

### **Notes**

- Whilst every effort has been made to explain the main duties and responsibilities of this post, each individual task undertaken may not be identified.
- Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.
- Employees are expected to present themselves and to act in a professional manner at all times.
- The school will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for less able applicants or continued employment for any employee who develops a disabling condition.

# Person Specification

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## Receptionist

### Qualifications

Essential	Desirable
<ul style="list-style-type: none"><li>• Good standard of education, ideally 5 A*-C at GCSE including Maths and English</li><li>• First Aid at Work qualification or a willingness and capability to undertake a First Aid qualification.</li></ul>	<ul style="list-style-type: none"><li>• Experience of receptionist and/or administrative duties or transferable experience</li></ul>

### Knowledge, skills and experience

Essential	Desirable
<ul style="list-style-type: none"><li>• Ability to prioritise one's own workload and effective time management.</li><li>• Effective communication and interpersonal skills both orally and in writing.</li><li>• Excellent spoken and written English</li><li>• Numerate with a high level of attention to detail</li><li>• Problem solving skills and the ability to apply diplomacy and tact when appropriate</li><li>• The ability to prioritise tasks and to be able to show initiative in dealing with day to day situations</li><li>• The ability to maintain in strictest confidence any information received concerning School matters</li></ul>	<ul style="list-style-type: none"><li>• Previous experience of working in a busy school office or educational setting</li><li>• Knowledge and prior experience using SIMS</li><li>• MS Office. A professional level knowledge of Excel and Word</li><li>• An understanding or practical use of other platforms ie Parent Pay and Parental Insight</li><li>• A clear understanding of what safeguarding means</li><li>• Knowledge of child protection and safeguarding policies</li></ul>

## Personal qualities and characteristics

Essential	Desirable
<ul style="list-style-type: none"><li>• Energy, enthusiasm and stamina</li><li>• Excellent team working skills</li><li>• Good sense of humour</li><li>• Adherence to deadlines and good timekeeper, flexibility at busy times and ability to remain calm and focused when pressurised</li><li>• Discretion and confidentiality in dealing with colleagues and students.</li><li>• Ability to work using one's own initiative</li><li>• Ability to communicate effectively to a wide range of audiences both orally and in writing.</li><li>• Commitment to the promotion of equal opportunity and be in support of the Christian ethos of the school</li><li>• Commitment to promoting Fundamental British Values (FBV)</li><li>• Common sense and a can-do attitude</li><li>• Willingness to undertake training and development</li></ul>	