

Job Description

Receptionist / Administration Assistant

Reporting to:	Operations Manager;
Liaising with:	Governors, staff, parents and other outside agencies, students, visitors, colleagues, external suppliers, and members of the public/local community;
Grade/Salary:	Band 2 (SCP 3 – 5)
Hours of work:	10 hours per week (39 weeks per year)

Main Purpose:

Dealing with all visitors to the school in a professional, welcoming manner and efficiently answering, managing and appropriately directing all telephone calls to the school. Carrying out all clerical duties connected with the parents, staff and pupils, in order to help maintain the efficient running of the school.

Duties & Responsibilities:

General Admin

- To support the Catholic Ethos of the school.
- To be first point of contact for visitors to the school, extending a warm welcome to callers – including parents, visitors, contractors and delivery staff.
- To deal effectively with telephone calls, transferring callers to relevant staff and taking and passing on of messages when required.
- To open and distribute all incoming and internal mail.
- To deal with day-to-day enquiries from all students.
- Record items for posting, take to post box at end of day.
- To ensure that the reception area and staff room remains tidy and that literature and forms are updated and replenished as necessary.
- To monitor entry systems for the main gate and reception area.
- To issue passes to visitors with reference to the school's child protection policy.
- To ensure that contractors sign in and Asbestos record read and signed. If not known to school DBS checked.

Clerical / Administrative

- Word processing, routine correspondence and standard letters, flyers and notices as required.
- Staff Signing in sheet to be kept up to date.
- Maintain and update SIMS/ ARBOR records as appropriate.
- Look after the selling of water bottles and the issuing of lunch time 'emergency' meal tickets.
- Form lists to be kept up to date and replenish when necessary.
- Perform any task or duty under the reasonable direction of the Operations Manager/Principal.

Medical & Welfare

- First Aider – training will be given.
- Be aware of the school ethos and priorities of care and support for the children.
- Inform parents or emergency contact when necessary.
- To care for distressed children.
- Liaison with parents regarding pupil needs following injury or illness at school.
- Ensuring that any accidents or injury are recorded at the appropriate level.

Additional Duties

- Distribution of outgoing letters, newsletters, leaflets etc.
- Supporting in emergency evacuation of the school.
- Contact parents using Parent mail and telephone.
- Responsible for provisions and providing refreshments as appropriate for visitors.
- To support and implement the school's Safeguarding Policy and practices in all respects and regards.
- Perform any other duties as may be reasonably requested from time to time by the Principal or SLT.
- To be aware and support the school's commitment to equal opportunities. To ensure a commitment to equal opportunities in all aspects of practice.

The St Thomas Aquinas Catholic Multi-Academy Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. This post is subject to satisfactory references, which will be requested, prior to interview, an enhanced Disclosure and Barring Service (DBS) check, medical check, evidence of qualifications plus verification of the right to work in the UK.

The Trust will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

Whilst every effort has been made to outline the key duties and responsibilities of the role, it is not an exhaustive list. The duties and responsibilities of the role may vary from time to time, commensurate with and without changing the general character of the duties or the level of responsibility entailed, and would not in itself justify a reconsideration of the grading of the post.

Person Specification

Receptionist / Administration Assistant

A. Training & Qualifications	Essential	Desirable
Qualified to at least GCSE level or equivalent incl English Lang and Mathematics to Grade C or above	A	
Commitment to ongoing professional development	A	

B. Experience	Essential	Desirable
Experience of working in a busy admin environment	A & I	
Experience of working on a school reception		A & I
Ability to respond quickly and effectively to issues that arise		I

C. Professional Knowledge and Skills	Essential	Desirable
Excellent ICT skills	A & I	
Excellent verbal and written communication skills	A & I	
Excellent planning, organisation and negotiation skills	I	
Knowledge of school administrative systems, including SIMS or Arbor		I
To be First Aid trained or willing to qualify as a First Aider	I	

D. Personal Attributes	Essential	Desirable
Willingness to support Catholic life in schools	I	
Professional, friendly and approachable and able to relate well to staff, students and visitors	I	
Excellent telephone manner	I	
Able to adapt to changing circumstances and new ideas	I	
Attention to detail	I	
Can-do attitude and solution focused approach	I	
Ability to be respectful and promote equality of opportunity and diversity	I	

E. Safeguarding & Equality	Essential	Desirable
Understanding of responsibilities of the Trust and schools in ensuring compliance with all relevant legislation	I	
Must be able to recognise discrimination in its many forms and willing to put the School's equality policies into practice.	I	
Aware of equal opportunities in relation to this role	I	