

<b>Job Title:</b>	Administration Assistant/Receptionist
<b>Grade:</b>	4
<b>Responsible To:</b>	Headteacher/Business Manager/Office Manager
<b>Key Relationships/Liaison:</b>	Senior Leaders/Staff/Parents/Pupils/Governors
<b>Job Purpose:</b>	To provide confidential, effective, efficient and flexible administrative support to the school with minimal supervision.

**Main Duties and Responsibilities:**

1. Receive visitors according to school procedures.
2. Maintain a tidy reception area, including display racks, foyer.
3. Deal with pupil, parent, staff and visitor enquiries by telephone or in person, answering routine queries where possible, giving and resolving non-complex queries within areas of responsibility or referring to appropriate person.
4. Opens, sorts and distributes incoming post and ensures despatch of outgoing post.
5. Check & record pupil absence on a daily basis and contact parents if necessary. Daily register management ensuring all absentees are accounted for and follow up calls are made promptly to parents of any 'missing' children.
6. Produce weekly registers for dinners and attendance. Balance school meals daily and communicate with the kitchen.
7. Maintain up-to-date pupil data lists, including medication records.
8. Ensure that in cases of accidents and illness appropriate assistance is made available and parents informed.
9. Under instruction from the Office Manager, book transport for trips & set trips on ParentPay
10. place orders.
11. Effective daily liaison between office and kitchen to ensure accurate and efficient meal production. Ensure kitchen is always informed of trips out to allow planning.
12. Undertake routine cash handling duties, including receiving and recording payment (e.g. lettings and trip fees), on ParentPay and preparing banking.
13. Ensure ParentPay is updated and pursue outstanding payments.
14. Raise orders and check goods received are correct.
15. Distribute information via ParentPay, Arbor, Website, Social Media or other systems in place
16. Assist in preparing documentation packs for onward transmission (e.g. recruitment packs, new pupil packs, letters).
17. Deal with daily correspondence from classrooms, teachers and support staff.
18. Carrying administrative tasks such as bulk photocopying, sending letters to parents and any other clerical/admin tasks
19. Operation of office equipment, e.g. email, scanner, laminator and photocopier
20. Input information into database (e.g. Arbor) and/or spreadsheets, extract information as directed. Pupil and/or Staff information.
21. Provide first aid support as needed.
22. Ensure that Pupil Premium funding is advertised and shared with relevant parents/carers at all opportunities. Support parents with the process and liaise with LA where needed.

23. Work within the GDPR guidelines provided by the Trust & raise any non-conformities to senior leadership.
24. Offer support in providing and organise refreshments for meetings.
25. Provide information and complete returns to the LA and school management as required.
26. Provide cover for the Office Manager when absent or attending meetings. Support Office Manager where necessary and requested.
27. Produce a range of documents from a variety of sources, using various software packages (e.g. access, excel, publisher and word).
28. Be prepared to undertake professional development and training including whole school inset.
29. Carry out duties placed on staff by Health and Safety legislation.
30. Adhere to all Health and Safety policies agreed by the school's Governing Body
31. Be aware of and adhere to all Safeguarding legislation.
32. After suitable training, undertake routine risk assessments of all aspects of responsibilities covered in the job description.
33. Any other duties suitable to the grade and role of Administrative Assistant.

### **SPECIAL FACTORS:**

Subject to the duration of the need, the special conditions given below apply:

- a. The postholder will be working across the four locations.
- b. The nature of the work may involve the postholder carrying out work outside of normal working hours.
- c. This post is eligible for a DBS check under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (i.e. it involves certain activities in relation to children and/or adults) and is defined as regulated activity under Part 1 of the Safeguarding Vulnerable Groups Act 2006. Therefore, a DBS enhanced check for a regulated activity (includes a barred list check) is an essential requirement.

This job description sets out the duties and responsibilities of the post at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post.

Learn Academies Trust is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

## Job Specification

	Essential	Desirable	How assessed
<p><b>Qualifications</b> NVQ 2 level qualification or equivalent level of relevant experience.</p> <p>English and Maths GCSE (or equivalent) at grade c or above</p>		✓	App/Doc
<p><b>Experience</b> Experience of routine admin &amp; clerical tasks</p> <p>Previous working in a school setting.</p> <p>Use of ICT applications relevant to the post, i.e. Word, Excel, Access, Power Point, Publisher.</p> <p>Experience of working in a reception and operating equipment such as photocopier, scanner, phone, laminator</p> <p>Experience of dealing with queries from staff, parents, children and the public.</p>	✓  ✓  ✓	✓  ✓	App/Ref
<p><b>Knowledge</b> Understanding of the importance of confidentiality and an appreciation of the implications of the Data Protection Act, GDPR.</p> <p>Understanding of the context in which schools are operating. An understanding of Health and Safety issues relevant to the post</p>	✓  ✓		Int/Doc
<p><b>Skills/Attributes</b> Word processing and ICT skills – able to use a range of database and software packages.</p> <p>Literate – excellent standard of grammar, punctuation and spelling.</p> <p>Numerate – able to receive and record cash.</p> <p>Excellent interpersonal skills – able to deal with a variety of people, including students, where necessary, sensitively, emphatically and, when necessary, assertively.</p> <p>Able to make judgements about processing calls and correspondence (e.g. filtering, passing on to other staff, etc).</p> <p>Good communication skills – both oral and written.</p>	✓  ✓  ✓  ✓  ✓		App/Int/Ref

	<b>Essential</b>	<b>Desirable</b>	<b>How assessed</b>
Good time management skills – be able to prioritise work.	✓		App/Int/Ref
Able to be assertive when necessary, to achieve appropriate priorities and outcomes.	✓		
Able to keep calm in difficult situations.	✓		
Able to operate effectively as a member of a team and with minimum supervision.	✓		
Loyalty and dependable. Self-motivated.	✓		
Flexible – to meet peaks and flows of work.	✓		
Willingness to undertake training.	✓		
Good sense of humour.	✓		
Works part of a team.	✓		
Commitment to Equal Opportunities.	✓		
<b>General Circumstances</b>			
An understanding of, and commitment to, Equal Opportunities, and the ability to apply this to strategic work and day-to-day situations	✓		App/Int
<b>Factors not already covered</b>			
Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the provisions of the Equality Act 2010.	✓		Med

App = Application Form Test = Test

Int = Interview

Pre = Presentation

Med = Medical Questionnaire

Doc = Documentary Evidence (E.g., Certificates)