

Post Title	Reception/Administrator
JD Ref No.	CA033
Responsible To	Head of School
Grade	Grade 4

Purpose	<ul style="list-style-type: none"> • Provide cover for a broad range of duties associated within the administration function in school • Provide excellent customer service as the first point of contact, both face to face and via the phone for internal and external stakeholders
Main Duties and Responsibilities	<ul style="list-style-type: none"> • Process everyone entering and exiting the school, ensuring all protocols in relation to sign-in and out procedures and safeguarding are followed. • To provide a warm welcome for parents, visitors and colleagues and deal with their requests in an efficient and professional manner. • Deal with incoming and outgoing correspondence. • Ensure email and phone communications are processed timely and accurately. • Maintain office records, filing systems and databases. • Assist with organising school events - Parents' Evenings, transition events, etc. • Report any health & safety, faults etc. to the relevant parties. • Deal with lost property and confiscated items. • Produce, maintain and update informative, high-quality displays including the production of notices, maps, student information etc. • Prepare website information as required. • Issue ID badges. • Assist with fire drills, including printing and distributing registers. • Effectively and efficiently deal with student queries. • Assist with lettings and hire of premises - bookings, liaising with site team, act as a point of contact for users. • Arrange internal and external transport bookings. • Liaise with the Local Authority for school transport. • Prepare the school newsletter and other publications, as required. • Liaise with primary schools for transition events.

<p>Main Duties and Responsibilities (continued)</p>	<ul style="list-style-type: none"> • Undertake administration and data tasks relating to exclusions and detentions, as per the school procedures. • Absence management. • Issue FSM vouchers. • Add new students onto systems e.g. for canteen access. • Import and export CTF files as necessary. • Ensure all support calls are logged and forwarded to the appropriate member of staff in a timely fashion. • Produce and print reports, as directed. • Undertake all the necessary administration to support any pastoral detentions. • Provide administration support for the school's online systems i.e. homework, communications system, parents evening, parent pay or room bookings. • Assisting the pastoral team by producing reports / timetables and locating students as required. • Photocopying, printing and laminating. • Maintain stationery stock and first aid supplies. • Act as the central point of contact within the school to collect good news, draft news stories and post on the school website and issue to local media. • Compile parent letters, arrange distribution and upload onto the website as directed. • Reconcile monies in and out and liaise with finance regarding overpayments and refunds. • Other administration and secretarial duties as appropriate within the role. • Administer general first aid (with appropriate qualification – if willing to undertake)
<p>Support for the Academy</p>	<ul style="list-style-type: none"> • Work with CET to ensure the school website is up to date and content is provided for the school prospectuses and other required collateral. • Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person • Be aware of and support differences and ensure all pupils have equal access to opportunities to learn and develop. • Contribute to the overall ethos/work/aims of the school. • Establish constructive relationships and communicate with other agencies/professionals to support achievement and progress of students. • Participate in training and other learning activities as required. • Provide appropriate guidance and supervision and assist in the training and development of staff as appropriate. • Undertake planned supervision of pupils' out of school hours learning activities.

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Relevant NVQ 3 or equivalent qualification or experience in a relevant post. GCSE or equivalent in numeracy and literacy 	<ul style="list-style-type: none"> Evidence of further training in school-based support role
Experience & Skills	<ul style="list-style-type: none"> Secretarial/administrative experience preferably in a school-based setting. Excellent communication skills The ability to deal with sensitive and confidential information. Experience management and operation administrative systems Competent ICT skills including use of word (including mail merge), excel and PowerPoint. Ability to relate well to children and adults. Ability to plan, organise and prioritise own workload Be able to work as part of a team, 	<ul style="list-style-type: none"> Experience of using a school database i.e. SIMs etc. Experience with minute-taking Experience of preparing and controlling data and checking for accuracy. Knowledge of relevant, policies/codes of practice and awareness of relevant legislation in a school-based setting. GDPR trained
General	<ul style="list-style-type: none"> Attend Staff Briefings, inset events, Staff Meetings etc where appropriate. Keep up to date and carry out training (as necessary) to ensure compliance with all school policies and procedures especially those relating to Child Protection, Health and Safety, security and confidentiality. Participate in appraisal as required. Other duties as required in support of the school within the scope of this post. 	

ADDITIONAL INFORMATION	<ul style="list-style-type: none"> Occasional attendance at meetings outside of normal hours. Requirement for some out-of-school activity, working additional weeks during school closures to support specific activities or events as appropriate The postholder may be required to work at other schools within the Trust. A valid driving licence/ability to travel independently may be necessary to fulfil this role. It is the practice of this school periodically to examine employees' job descriptions and to update them to ensure that they relate to jobs as they are being performed, or to incorporate whatever changes are being proposed. It is the school's aim to reach agreement on any alterations. If this is not possible the Headteacher reserves the right to insist on changes to job descriptions after consultation. <p>All external appointment are subject to Cumbria Education Trust's standard probation periods and assessment</p>
-------------------------------	---

SAFEGUARDING

- Cumbria Education Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.
- It is the responsibility of all adults employed by CET to safeguard and promote the welfare of children and young people. This responsibility extends to a duty of care for those adults employed, commissioned, or contracted to work with children or young people.
- Applicants for all posts must be willing to undergo safeguarding and DBS screening appropriate to the post.

<https://www.cumbriaeducationtrust.org/>