

Reports To: PA to Principal/Office Manager

Why	<p><b>Job Summary</b> The post holder, under the direction/supervision of their line manager will provide receptionist and routine general clerical and administrative support to the Academy as well as responsibility for attendance monitoring.</p>
What	<p><b>Main Responsibilities</b></p> <p><b>Attendance</b></p> <ul style="list-style-type: none"> <li>• To work closely with parents and external agencies involved with persistent absentees and to correspond with parents as appropriate.</li> <li>• To assist in the development of working practices, in line with the Trust policy and practice, to safeguard the Health and Safety of all staff and pupils in authorised Academy activities, both on the school premises and elsewhere.</li> <li>• Be aware of GDPR and other legislation to ensure confidentiality of records and information is maintained.</li> <li>• An ability to converse at ease with all customers and provide accurate advice in order to fulfil all spoken aspects of the role through the medium of spoken English.</li> <li>• Daily administration of student attendance</li> <li>• To act as an administrator for pupil attendance using Arbor, maintaining accurate records and liaising with parents and staff regarding attendance on a daily basis</li> <li>• To maintain the pupil database and Attendance Registers</li> <li>• To liaise with parents, pupils and the Senior Leadership Team regarding attendance</li> <li>• Twice daily monitoring of attendance</li> <li>• Make telephone contact with parents where a child's absence has not been reported</li> <li>• Carry out home visits, where necessary, to address attendance concerns for individual pupils</li> <li>• Organise morning and afternoon absence reporting to parents</li> <li>• Organise weekly attendance letters, record and track their use</li> <li>• Receive and record all reports/reasons for absence according to school policy</li> </ul> <p><b>Admin/reception</b></p> <ul style="list-style-type: none"> <li>• Undertaking/covering reception duties as necessary, being the first point of contact for parents, pupils, visitors and staff.</li> <li>• Maintaining diaries, arranging appointments / meetings as appropriate.</li> <li>• Keeping visitors' logs up-to-date and informing relevant staff of all scheduled appointments.</li> <li>• Providing clerical support, including word processing and other IT and admin-based tasks e.g. photocopying, filing and emailing.</li> <li>• Undertaking routine administration i.e. detention letters, referrals and references, inventories, reports, data entry, etc.</li> <li>• Sorting and distributing incoming and outgoing mail and emails.</li> <li>• Collating and maintaining pupil details both manual and computerised.</li> <li>• To utilise the data systems for both staff and pupils</li> <li>• Assisting in the maintenance of the Academy's website and social media accounts in liaison with the Communications Manager and Office Manager to effectively market the Academy.</li> <li>• Manage the room booking system and out of hours bookings – liaising with relevant parties</li> <li>• Assist in setting up parents' evenings using the online system, where applicable.</li> <li>• Assisting in responses to queries</li> <li>• Assist with the recording of, updating of and reporting of attendance.</li> <li>• Administration of First Aid after completion of relevant training provided by the Academy.</li> <li>• Informing senior management immediately any fire alarm sounds in school or if, for any other reason, evacuation of the buildings may be required.</li> <li>• Ensuring confidentiality at all times.</li> <li>• Any other responsibilities deemed appropriate to the level of post.</li> </ul>

How	<b>Competencies</b>	<b>Personal Attributes</b> (level expected when job is conducted to the required standard)		
	<b>Framework</b> <i>Seeking to establish the framework and guiding principles; making a positive contribution to the wider life and ethos of the Trust.</i>	Demonstrates the Trust's ethos and adopts high standards of behaviour in their role.		
		Know how to recognise potential child abuse or neglect and follow safeguarding procedures.		
Motivates others to take responsibility for their own health and safety.				
		Participate effectively as a member of a team, fostering positive relationships.		
		Efficient and methodical, monitors and attends to detail; checks for errors.		
	<b>Development</b> <i>Monitoring, coaching, guiding and supporting teams and individuals, setting examples of desired behaviours.</i>	Undertake appropriate professional development to secure progress in your career.		
		Developing practice ensures effective professional contribution across the department.		
	<b>Leading</b> <i>Providing direction to ensure that the resources are available to achieve results in the most effective way.</i>	Developing supervision skills and provides informal leadership / direction.		
		Consults at the start and as appropriate throughout the activity and within the team.		
		Willing to accept responsibility for own activities and those of the team.		
	<b>Task Management</b> <i>Establishing appropriate courses of action for oneself and others to accomplish.</i>	Involved in setting tasks.		
		Makes short term (daily, weekly) considered plans.		
		Conscientious in adhering to deadlines and perseveres to achieve project tasks.		
	<b>Communication</b> <i>Providing direction to ensure that the resources are available to achieve results in the most effective way.</i>	Briefs immediate colleagues well, transferring knowledge as appropriate. Giving other opportunity to ask questions and check understanding.		
		Presents information in a structured and logical way and uses a variety of communication techniques. Taking account of the needs of the audience.		
	<b>Problem Solving/Decision Making</b> <i>Able to identify a potential problem, propose and assess solutions and decide upon a course of action.</i>	Reasons logically and focuses upon solving the problem. Building upon previous experience.		
		Initiates joint decision making within own team.		
		Knows how to report, record and pass on information.		
		Deals with 'task' problems within own team.		
	Context	Interfaces	Internal/External	Seek opportunities to collaborate with other professionals beyond the Academies and across the Trust.
			Financial impact/budget	Ensure resources are affordable and available to achieve improvement plans and stated strategic objectives.
			English Language Fluency	An ability to converse at ease with all customers and provide accurate advice in order to fulfil all spoken aspects of the role through the medium of spoken English.
		Scope	People (directly/indirectly manage)	Act as a role model, promoting consistently high expectations of behaviour in a professional and courteous manner.
Education, Qualifications and Experience (EQE)		<b>Essential:</b> Educated to GCSE grade C/4 standard (or equivalent) in 5 Subjects. Experience of working in a school administration role and using Microsoft Office Knowledge of Attendance and Safeguarding procedures, legislation and guidance <b>Desirable:</b> Working within an education establishment		
Safeguarding		All adults employed by the Trust are responsible for safeguarding and promoting the welfare of children they are responsible for or come into contact with. As such, all employees will undergo relevant background checks, including a Disclosure and Barring Service (DBS) Enhanced check with Barred List Check, in order to satisfy our statutory obligations.		
Data protection		All adults employed by the Trust have a responsibility for data protection and have a duty to observe and follow the principles of the GDPR Regulations.		

Whilst every endeavour has been made to outline all the duties and responsibilities of the post, this document does not specify every item in detail. Where broad headings have been used, all associated duties are naturally included in the job description.