



## JOB DESCRIPTION AND PERSON SPECIFICATION: PART TIME RECEPTIONIST/ADMINISTRATOR

**LOCATION:** Churchfields Primary School, Churchfields Road, Beckenham BR3 4QY

**RESPONSIBLE TO:** Headteacher

**SALARY:** Point 12 - actual salary £8,972 (15 hrs a week), full time equivalent salary £24,435

**HOURS:** Part-time, mornings, 15 hours per week. Term time only plus two weeks in the school summer holidays (41 weeks per year).

**JOB SUMMARY:** We are seeking a receptionist/administrator to join our busy and friendly office team. The role is varied, consisting of supporting the school with all administrative tasks and reception duties, welcoming visitors and liaising with all members of the local community. We are looking for someone with excellent interpersonal and organisational skills, a positive attitude and plenty of enthusiasm, who can work under pressure and use their own initiative. Computer competency and a good telephone manner are essential. Experience of working in a similar role is desirable, but not essential as training will be given on the job.

### MAIN DUTIES AND RESPONSIBILITIES

<b>Front of house/reception duties</b>
<ul style="list-style-type: none"><li>• Welcome visitors in a warm, friendly but professional manner</li><li>• Ensure visitors sign in and out, and are badged appropriately, in line with safeguarding procedures</li><li>• Operate the school switchboard, and monitor and manage the school enquiries email box</li><li>• Provide an initial point of contact, managing email, post, telephone and in-person enquiries</li><li>• Promptly and efficiently respond to such enquiries, redirecting more complex queries as appropriate</li><li>• Receive parcels and deliveries, manage outgoing post, arrange special deliveries when necessary</li><li>• Assist in arranging and providing refreshments/catering for visitors, as appropriate</li></ul>
<b>Communications</b>
<ul style="list-style-type: none"><li>• Contact parents/carers when necessary (for example if a child is unwell)</li><li>• Help to create and distribute school newsletters and other parent/carer communications</li><li>• Help keep information on the school website up to date and accurate</li><li>• Assist with marketing and promotion of the school</li><li>• Provide advice and guidance to staff, pupils and others</li></ul>
<b>Organisation and planning</b>
<ul style="list-style-type: none"><li>• Help with organising and managing school events (for example sports days, open days, school trips)</li><li>• Liaise with and make appointments with regular visitors and agencies (for example the school nurse)</li><li>• Assist with diary and date management</li><li>• Contribute to the development and organisation of school systems, procedures and policies</li></ul>
<b>General office and administrative duties</b>
<ul style="list-style-type: none"><li>• Undertake photocopying and printing</li><li>• Keep the school office in good order</li><li>• Ensure accurate record keeping, including data entry, filing and document storage</li><li>• Help prepare and distribute papers for meetings, and occasionally taking notes at meetings</li><li>• Assist with stock control, including ordering new stock or resources when required</li></ul>
<b>Additional duties</b>
<ul style="list-style-type: none"><li>• Support the school first aiders, for example giving medication or sitting with children who are unwell</li><li>• Undertake any general tasks that the school leadership team may reasonably ask</li></ul>

### All staff are required to:

- Contribute to the overall ethos, work and aims of the school and the trust
- Understand and comply with all policies and procedures
- Establish constructive relationships with other staff, and with parents/carers and visitors
- Be aware of and support difference and ensure equal opportunities for all
- Recognise own strengths and areas of expertise and use these to advise and support others
- Attend and participate in meetings, events, INSET days and other training or development as required
- Understand how to report concerns regarding Child Protection, Safeguarding, and Health and Safety.

**Safeguarding and promoting the welfare of children is everyone's responsibility.**

## PERSON SPECIFICATION

We are looking for someone who:	Essential	Desirable
<b>Education/qualifications</b>		
Holds GCSE English and Maths, grades A-C (or equivalent)	✓	
<b>Experience</b>		
Has experience of working in an office reception/front of house environment		✓
Has experience of maintaining effective office systems and processes		✓
Has experience of using a computer running Microsoft Word, Excel and PowerPoint	✓	
Has experience of using email (preferably Microsoft outlook)	✓	
<b>Knowledge and Understanding</b>		
Has an understanding of school roles and responsibilities		✓
Has knowledge of school policies and codes of practice		✓
Has awareness of relevant legislation		✓
<b>Skills and abilities</b>		
Is highly organised	✓	
Has very good ICT skills	✓	
Has very good literacy and numeracy	✓	
Is a good communicator	✓	
Is able to work to deadlines in a calm and confident manner when under pressure	✓	
<b>Personal qualities</b>		
Is polite and professional	✓	
Is accurate, efficient and thorough	✓	
Is self-motivated and proactive	✓	
Is flexible	✓	
Is able to relate well to children and adults	✓	
Is a team player, able to develop positive relationships across the school and trust	✓	
Is reflective and learns from experience	✓	
Is committed to personal and professional development	✓	
Has exemplary attendance and punctuality	✓	
Is positive and supportive of the work and aims of the Trust	✓	
Is respectful of the principles of equal opportunities	✓	
Respects and values different experiences and backgrounds	✓	

**This specification acts as selection criteria and gives an outline of the type of person and characteristics required for the job.**

**Essential characteristics:** those without which the candidate would be rejected.

**Desirable characteristics:** useful for choosing between two good candidates.

All staff are expected to operate in accordance with the aims, policies and procedures of the Trust, including those relating to Child Protection, Safeguarding, and Health and Safety. This role is subject to an enhanced DBS check. It is an offence to apply for this role if you are barred from working with children. This job description may be amended at any time following discussion between the headteacher or Director of Finance and the member of staff.